

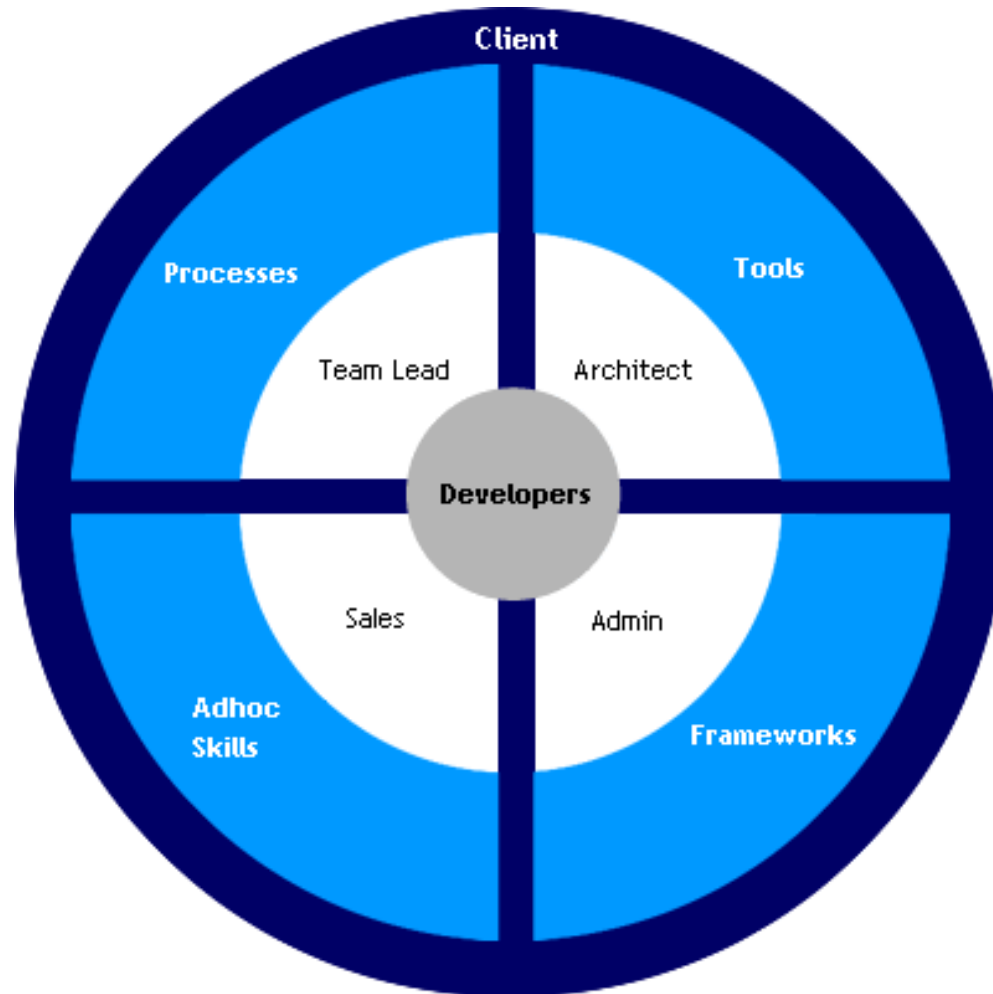
Lab-4-Hire

Software Solutions Group

Overview

- Team of software and QA engineers dedicated to your project depending on your project requirements.
- Ready-to-deliver infrastructure and facilities for business continuity.
- Engineering workforce to ensure 24x7 development cycle through onsite, offsite and offshore operations.
- Retain full control over project teams and deliverables while having access to cost effective and high quality resources.
- Scale up or down without any long term commitments or liabilities.
- Intellectual property accumulated in the lab remains your property.
- Operational support systems available for smooth operations.
- Utilize our proprietary frameworks and testing tools.
- Increased profitability through reduced development cost.

Teams and Tools



All engagements between client and developer team involves many other entities within Telescient. Most important being presence of an architect and team lead at Developer price !

Business Continuity

- Business Continuity is essential for smooth operation of any business. We offer Business Continuity through a team of skilled and dedicated support staff in the following areas:
 - Office administration
 - HR/Recruitment for new hiring (we also work with vendors)
 - Payroll/Accounting
 - Training (we also work with other training institutes)
 - Account Managers for your account (US)
- Together, these groups ensure business continuity, while you focus on delivering your IT projects with your dedicated team.

Value Added Services

- An offsite project manager/architect, based in New Jersey USA will be assigned to your engagement at no extra cost. This PM will have the responsibility to oversee the engagement and monitor team performance and suggest process & technical improvements. This PM will not manage your team on a day to day basis.
- We have "Technical Consultants" onboard. These resources are high skilled with very good problem solving skills. You can avail services of these technical consultants who can support your resources in their day to day activities for problem solving. Technical Consultants will NOT be under your direct control.
- Take benefit of our proprietary .NET framework for web applications and its code generation capabilities at a discounted price. We assure you 40% cost savings on your development projects.
- Also take benefit of our proprietary .NET automated testing product. This will provide a powerful tool to your engineers to efficiently build quality software.
- We also offer web designers and data entry personnel on dedicated or ad hoc basis.

Pricing Model

- Our Lab-4-Hire is available to you on a per developer seat basis for a fixed monthly price.
- One time set up/initiation fee for each developer seat may be applicable.
- Customized volume and time based pricing available.
- Resources you hire on ad hoc basis will be charged on hourly or weekly basis.
- Additional fees may apply for any special hardware, software or training needs.

FAQ

- **What is the lead time to hire a resource?**
 - From 3 days to 3 weeks. Often, we can assign a resource from our existing resource pool. For new hires, it can take up to 3 weeks.
- **How do we know the resource is the right resource for us?**
 - In most cases, we will assign a resource that has a work history with our organization and we can exactly map your requirements to a resource. We also invite you to interview the resource.
- **Do you provide any portal for client-developer?**
 - Our corporate extranet provides a simple and effective tool for you and your team to interact. We also have a timesheet system and detailed time reporting.
- **How is client communication handled between the developer and client?**
 - All communication between you and developer (s) will be direct. Where necessary, local TL or PM may be involved in communication. We offer several modes of communication. A local US number is available for phone conversation. Instant messenger chat. (we can provide you a secure proprietary IM).

FAQ Continued

- What is the assurance that a resource will stay and how do you manage attrition?
 - We pride ourselves in maintaining an attrition level below the industry average today. This is because of our good HR practices and most importantly, a bi-annual bonus structure in place. We take a holistic & structured approach towards Lab-4-Hire concept. When you hire a resource, we put together a support system that includes local TL, PM and a shadow resource who can carry on the work, in case absence of your primary resource.
- How are replacements handled. What is the lead time or what about the down-time charges?
 - Our shadow resources or local TL have the ability to support you during any downtime that occurs due to temporary or permanent absence of your resource. Replacement resources are always hired on war footing basis and lead time will be a few days.
- What benefits do you pay from your pocket and what do you expect the client to pay.
 - Clients pay a fixed monthly fee. If work requires travel, client will be billed on actuals.
- Any process or plan for employee appraisals etc
 - We have an appraisal system in place. We conduct bi-annual appraisals. Our full appraisal form is available on request.

FAQ Continued

- How is performance measurement done? I mean what is your performance guarantee?
 - Performance measurement in a Lab-on-Hire model is based on client feedback received during the course of the project. Our PM will constantly take feedback from the client and put appropriate measures in place for process improvement.
- How is the ethics guaranteed to ensure the developer is not taking the client for a ride?
 - This is guaranteed through our support system that ensures that the resource is spending required time into the project and client sees tangible return on their investment.
- If I ask you for a SLA, do you have it and if not how would you describe it.
 - We can work out customized SLA with each client. This includes minimum hours of work to be done by the resource every month and managing variances. We also cover aspects like vacation time, public holidays and compensatory offs for weekend working.

FAQ Continued

- What are billing terms. Initial Setup and monthly payment terms.
 - Prepaid on a monthly basis. Initial set up fee may apply where special hardware or training is needed.
- Is there a minimum Contract required?
 - Minimum contract period is 2 months. Longer contract periods will enable us to work out even better competitive prices.
- Why you and not someone else
 - Our unique selling proposition is our holistic approach and a full support system that effectively bridges gaps caused due to geographical and time zone differences through local presence. We also employ numerous proprietary tools in conducting day to day business.
- The Contract or deal is done with Telescient India or US?
 - Telescient USA.

Thank You