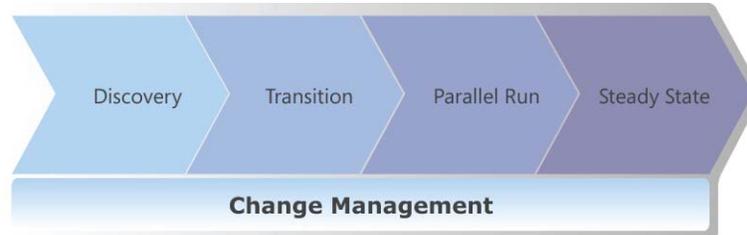




BPO Methodology

Cipher BPO's structured approach to outsourcing helps us assess, analyze and arrive at the optimal outsourcing solution. Our credibility, built on a consistent track record of solid execution has provided us with a clear differentiation in the market place.



Discovery

The Discovery phase of the engagement involves aggregation and understanding the client's processes, identifying the processes that can be outsourced, articulating the risk around these processes and developing a business case for the client.

Pre-requisites addressed to facilitate the process of Discovery are:

- Identification of an outsourcing champion/ resource within the organization
- Alignment of outsourcing strategy with the corporate strategy
- Establishment of clear timelines around the outsourcing initiative

Transition

Transition is the process of migrating knowledge, systems and operating capabilities. It typically follows identification of appropriate processes and vendor selection.

Objectives

- Prepare the offshore site to commence client operations
- Document the processes and train process executives to execute the processes
- Design, procure and deploy technology and bandwidth to access client systems, as required
- Finalize SLA and contract parameters

Planning transition

The transition phase commences with the establishment of a Program Management Office (PMO) that helps plan and execute transition effectively. The PMO consists of representatives from Cipher BPO and the client, and is tasked with ensuring the efficient migration of the identified processes.

Transition Execution

We typically deploy domain, process and technology teams to address each of the transition tracks. These consist of:

- Knowledge transfer, which includes the construction of operating procedures, preparation of training documents, and training executives to execute the process offshore
- Technology transfer that identifies the optimal network architecture, procurement of bandwidth and systems, and installation, testing and deployment of technical infrastructure
- Operating preparedness which includes recruitment, induction and site preparation

Parallel run

The objective of this phase is to test the successful migration of processes to the offshore location, while ensuring that interdependent processes are not adversely affected. This takes place in the following stages:

- Preparation of the ramp-up schedule
- Logistics management (shift timings, transportation, food, etc.)
- Execution of offshore ramp-up and onsite ramp-down while maintaining continuity of operations and service levels

Parallel run helps achieve robust and tested operations, operational with all resources and infrastructure to execute steady state operations.

Steady State

'Steady state operations' is the on-going delivery of services. It also encompasses continuous process improvements in collaboration with the client, where the outsourced processes are executed as per norms laid down in the Service Level Agreement (SLA).