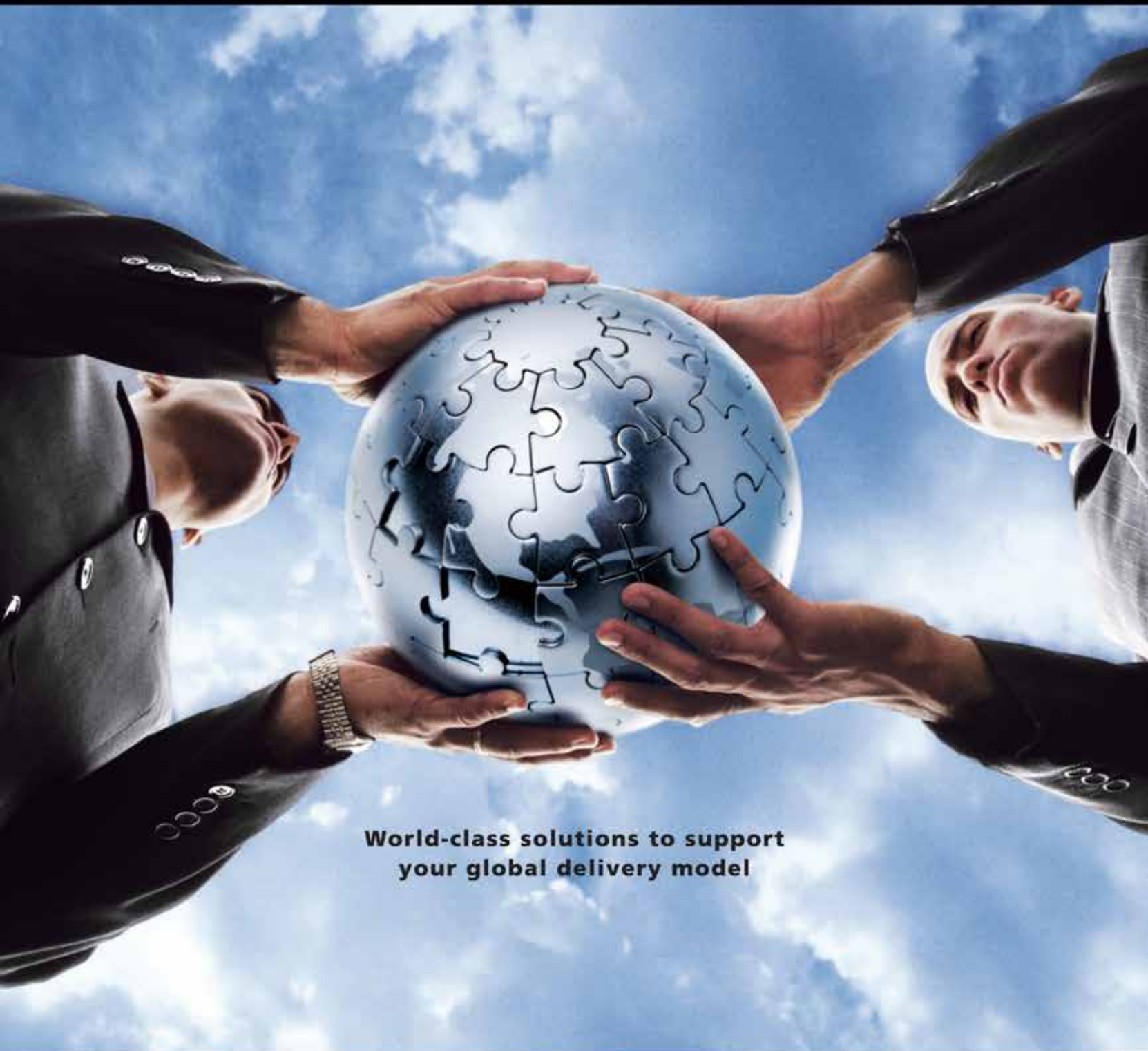


PCCW SOLUTIONS — YOUR PARTNER FOR SUCCESS



**World-class solutions to support
your global delivery model**



The nature of today's business is fast, dynamic and highly competitive.

With limitless potential held by Asia, especially in mainland China, global corporations are hungry for local resources of high international standard to keep ahead of the game.

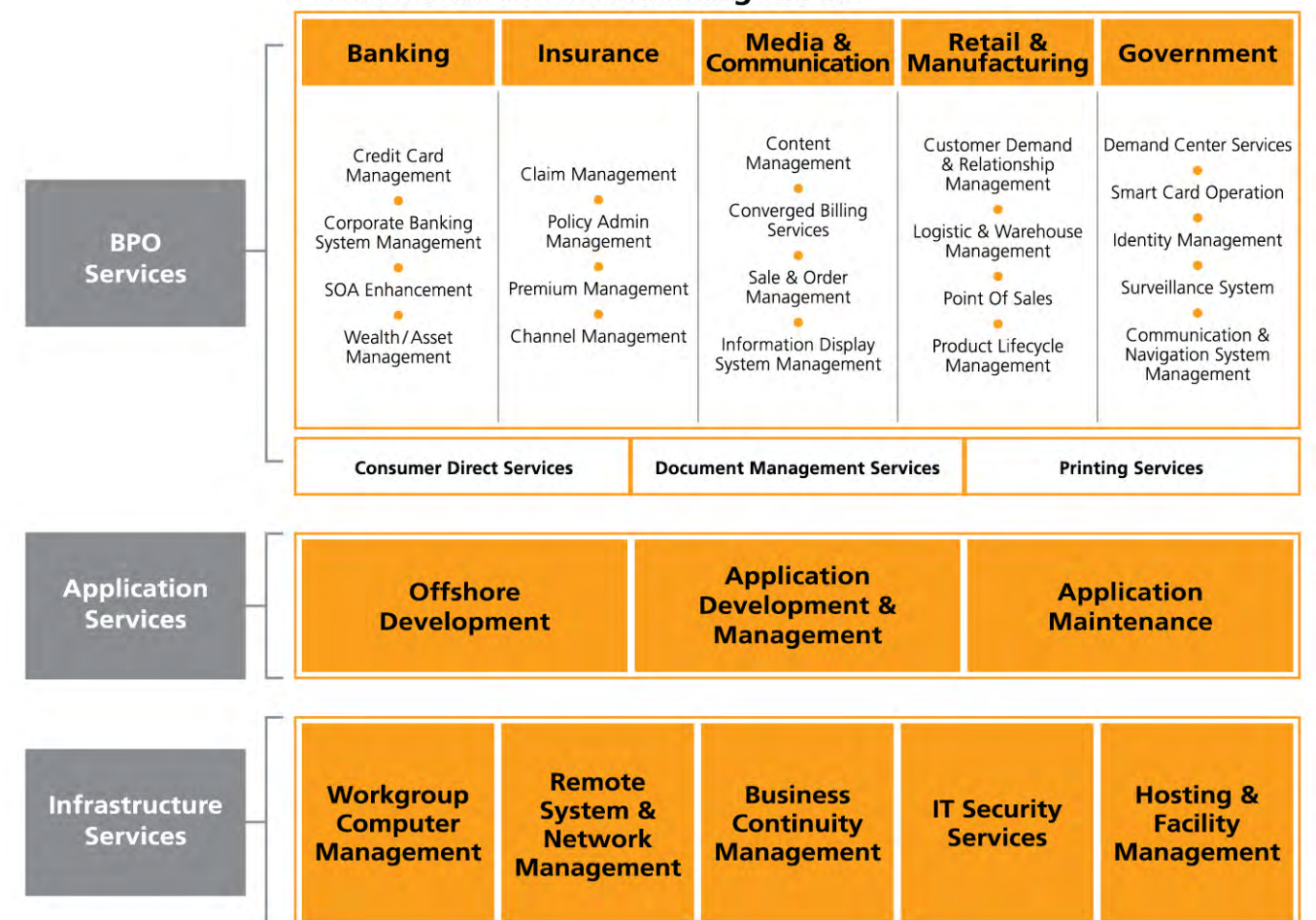
PCCW Solutions is the PCCW Group's IT services flagship and holds a wealth of experience, as well as impressive business credentials.

Our operations are staffed by more than 3,800 IT professionals in Hong Kong and mainland China, and we run state-of-the-art development centers in Hong Kong, Beijing, Shanghai, Guangzhou, Wuhan, Shenzhen, Changchun and Xian.

COMPREHENSIVE SERVICE A ONE-STOP SOLUTION

With extensive experience, coupled with impressive business credentials, PCCW Solutions provides a full spectrum of services; from data-center hosting and data-center design-and-build services; to applications development and management services; and business process outsourcing services tailored to the needs of different industries.

PCCW Solutions Outsourcing Model



Infrastructure Services

SERVICE SCOPE

As enterprises ramp up IT infrastructure to meet business growth, managing global networks, databases and applications becomes a Herculean task that can easily overwhelm in-house resources. Infrastructure Services is a complete portfolio of services for managing enterprise IT infrastructure and to help organizations optimize IT staff.



PCCW Solutions Service Management Centers (SMC) in Hong Kong are the first to provide mission-critical IT applications and infrastructure management services on a 24/7 basis.

END-TO-END INFRASTRUCTURE MANAGEMENT SERVICES

Workgroup Computer Management

The desktop support team ensures that all service levels are met by managing the availability, reliability and serviceability of all workstations located on customer's premises. Software distribution services team carry out periodic and ad hoc upgrades of anti-malware and software patches by user request or vendor notification. The process is controlled under a change-management process to ensure impact analysis is carried out and approval is obtained before proceeding. Subsequent update of inventory is done to reflect the latest license usage, if required.

Remote System and Network Management

The SMC is the central point of control and communications to keep a customer's business operating smoothly. PCCW Solutions provides end-to-end support services 24/7 using state-of-art infrastructure management tools. We manage systems and network platforms, respond to changes, implement configurations and optimize diverse environments. Our technical teams also provide a 24/7 troubleshooting service to identify snags and their causes.

Business Continuity Management

Disasters occur, but need not devastate a business. We evaluate risks and set about minimizing them by implementing cost-effective preventive measures via our Business Continuity Management program. Comprehensive services include initial consultation, plus recovery and resumption of service in a full range of computing environments. Customers can be rest assured that their businesses will operate smoothly, even under the most extreme circumstances.

IT Security Services

Information is one of your most valuable assets – but protecting it can be a major challenge. Our experienced team of security experts cover all security needs – from designing and building security solutions to day-to-day security management. Services include virus protection, intrusion detection systems, managed firewall services, system hardening, ISO 27001 consulting and security incident response. Customers can conduct operations with minimal risk, knowing that their system is secure and in competent hands.

Hosting and Facility Management

We provide hosting and facility management services via pre-constructed, state-of-the-art carrier-class facilities that feature an independent power supply, system redundancy, firewall protection and 24/7 security protection. We also implement biometric security devices, FM200 gas-based fire suppression and redundancy backup, plus world-class security and facilities.

UNIQUE COMPETITIVE EDGE

Customers can leverage PCCW's global network and infrastructure in more than 70 countries and 800 cities.

Complete customer satisfaction is our goal, so we strive to develop, implement, maintain and enhance effectiveness of our quality management systems to the highest international industry standards.

- ISO 27001 for security management
- ISO 20000 for IT services management
- ISO 9001 for quality management
- CMMI level 5 for software engineering



CUSTOMER BENEFITS

Customers benefit from a reduction in IT operation costs, 24/7 coverage, business continuity and lower investment in tools ownership and upgrade. In fact, the total cost of ownership is lowered, thanks to reduced spend on factors such as hiring, training, retention and infrastructure.

CLIENT REFERENCE

- State Street Bank
- Royal Bank of Scotland
- IBM
- The Mass Transit Railway Corporation
- Nokia
- Fidelity Investment
- Reuters
- China Life

Application Services

SERVICE SCOPE

Over the years, PCCW Solutions has developed a solid reputation as a trusted service provider among multinational corporations.

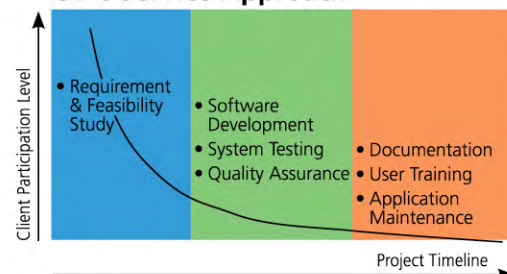
Gartner Research has ranked PCCW Solutions as the top two large scale IT Outsourcing provider in the region; and our innovative applications have earned major international awards for our clients.



OFFSHORE DEVELOPMENT

Our offshore development centers (ODC) are located in Hong Kong and top-tier mainland China cities such as Beijing, Shanghai, Guangzhou, Wuhan, Shenzhen, Changchun and Xian to provide stable resources at a competitive price. Backed by PCCW Group, we offer reliable communications, well-established infrastructure and secure connectivity for seamless links between the ODCs and our international clients.

ODC Service Approach



APPLICATION DEVELOPMENT AND MANAGEMENT

PCCW Solutions' application development and testing services assist you to address evolving business and technology challenges by defining, designing and building applications tailored to meet business requirements. We deliver high-quality, flexible applications that are easy to maintain, and hold the added value of being based on the industry's highest standard process quality frameworks including CMMI Level 5 and ITIL. Our rigorous methodologies strive towards mitigation of risk and deliver cost and time-to-market benefits.

APPLICATION MAINTENANCE

We deliver the highest level of management service to end users via the best software engineering practices. We provide proactive, day-to-day supervision and operational management of the technical aspects of applications and databases for our customers to cope with dynamic environments and business requirements. Some of our services include enhancements to functionality, new-release installations and localization support to fulfill regulatory requirements.

UNIQUE COMPETITIVE EDGE

With a strong pool of expertise in enterprise resource planning, asset management, document management, billing and order management systems, customer relationship management, web and portal development, PCCW Solutions provides our clients with the resources to achieve growth and enhance operation efficiency.

CUSTOMER BENEFITS

- Fulfill rapidly-changing business needs
- Free up resources for more strategic projects
- Reduced risks associated with staff turnover and accelerating costs
- Lower risk of disruption to business critical applications

CLIENT REFERENCE

- Amway
- Hong Kong Exchanges and Clearing Ltd
- Ping An Insurance
- Hong Kong SAR Government Immigration Department
- Dragonair
- Bossini
- Bank of China
- China Mobile





Business Process Outsourcing (BPO) Services

PCCW Solutions serves government departments and large corporations by taking on non-core business processes. We are able to support clients need for customer contact and relationship management, accounting and payroll management, document management, logistics management with RFID integration, as well as billing and smart card processing.

MULTI-INDUSTRY OFFERINGS A ONE-STOP SOLUTION IN ASIA

With strong domain expertise in banking, insurance, government, media and communications, as well as retail and manufacturing industries, PCCW Solutions also provides horizontal offerings to satisfy cross-industries business needs. Our one-stop service sets customers free and enables them to focus on their core business.

UNIQUE COMPETITIVE EDGE

Best-of-breed service

As Asia's leading ICT players with seamless international network coverage, PCCW Solutions has been serving Fortune 500 customers in Asia and beyond.

Leveraging on the superior infrastructure, as well as the rich human resources pool and mature legal system in the region, PCCW Solutions is committed to offer our clients the best-of breed reliable outsourcing services.

CUSTOMER BENEFITS

Our BPO service offers you innovative options to combine process, people and technology in outsourced models that create real business value. Outsourcing your business processes to PCCW Solutions will help your company address a range of needs, such as:

- Achieving cost savings
- Expedite business growth
- Driving business model change
- Focusing on core business and core competencies
- Improving time to market
- Reducing capital expenditure

CLIENT REFERENCE

- LVMH
- Burberry
- L'Oreal
- Franklin Covey
- Rating & Valuation Department
- Sino Life Insurance
- Hong Kong International Airport

INDUSTRIES SERVED BY OUR BPO EXPERTISE

Cross Industry	Banking	Insurance	Media & Communication	Retail & Manufacturing	Government
<ul style="list-style-type: none">• Consumer Direct Services• Document Management Services• Printing Services	<ul style="list-style-type: none">• Credit Card Management• Corporate Banking System Management• SOA Enhancement• Wealth/Asset Management	<ul style="list-style-type: none">• Claim Management• Policy Admin Management• Premium Management• Channel Management	<ul style="list-style-type: none">• Content Management• Converged Billing Services• Sale and Order Management• Information Display System Management	<ul style="list-style-type: none">• Customer Demand & Relationship Management• Logistic & Warehouse Management• Point of Sales• Product Lifecycle Management	<ul style="list-style-type: none">• Demand Center Services• Smart Card Operation• Identity Management• Surveillance System• Communication & Navigation System Management



Our Methodology & Approach

PROVEN PROCESSES

Drawing on well-established processes for applications development and management, PCCW Solutions has the tools and methodologies to meet your business needs – combining our world-class project management practice in Hong Kong with highly-skilled development teams in mainland China.

Our delivery teams comprise of experts in various technical platforms and software across a wide range of industries. We deliver optimal solutions for clients with our certified achievement of international best practices, such as CMMI Level 5, ITIL, stage-wise development methodology SSADM and PMP for project management professionals.

PROJECT IMPLEMENTATION METHODOLOGIES

Project management

All our project managers are PMP Certified, PCCW Solutions adopts PRINCE2 (projects in controlled environment) methodology, which is a de facto standard used by governments and widely recognised and deployed in the private sector internationally.

Quality assurance procedure

PCCW Solutions has established a series of quality assurance procedures using METHOD/1 in the System Development Lifecycle to cover:

- Procedures for various kinds of acceptance and reference testing
- Version/release control
- Configuration management
- Quality management
- Acceptance procedures for deliverables such as programs, database and documentation
- Standards in project development, and
- Quality assurance procedures to ensure quality of deliverables

Systems development and integration

PCCW Solutions is committed to providing only the highest-quality services to our customers. We believe that good quality and standards lead to efficiency, compatibility and extensibility of the ultimate application. Systems development and integration is a integral part of our business and follows strict standards, policies and guidelines. Structured systems analysis and design methodology (SSADM) is widely used in systems design and development, as it is a well-defined international standard.

PCCW Solutions is committed to be your partner, providing full spectrum of outsourcing services to ensure your business success.

PCCW Solutions — Your Partner for Success

In-depth industry knowledge • Strong market understanding • Project management excellence • Technology and innovation

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