

I'm very glad we used TPI. They gave us insight and strategy that we wouldn't have had on our own.

– David Taylor, Vice President,
Information Technology,
Global Infrastructure

HOW WE WORK

We are the advisors best suited to help you:

- **Analyze** service delivery frameworks to identify alternative improvement opportunities
- **Align** services frameworks and operating models with corporate global expansion plans, risk tolerance and intellectual property protection policies
- **Design** alternative delivery strategies relative to organization structure and governance to manage the new service model
- **Apply** TPI's experience in global transformation efforts
- **Deliver** and implement a plan to transform your operations with enterprise managed services

MAKING THE MOST OF YOUR OPTIONS

Computing and communications infrastructure represents the basic building blocks of your company — and an expense of considerable proportions. In today's competitive marketplace, organizations are challenged to develop, operate and manage their IT infrastructure service delivery organizations in fashions that remain cost-effective, competitively distinct, and flexible regarding changing business requirements. Most organizations call upon expert third-party IT service providers that specialize in infrastructure service delivery for some aspect of this complex challenge. Whether limited in scope, or holistic, achieving the right balance of internal and external delivery resources is essential for long-term success.

TPI's infrastructure expertise includes:

- **Managed Network Services** for all your voice, data, video, LAN/WAN and telephony needs
- **IT Security, Business Continuity and Disaster Recovery** for protecting against breach and service interruption and aimed at business resiliency
- **End-user Computing** for the tools your employees need to do their work
- **Help Desk services** for support anywhere you operate
- **Mainframe expertise** to help you acquire and employ the optimal computing power
- **Midrange Service expertise** to maximize utility through distributed computing architectures

INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE STRATEGIES

TPI can help you design, implement and deliver on the organizational initiatives related to any part of your IT infrastructure operations—guiding improvements through practical expertise in structural alternatives, including:

- Scope assessments for potential sourcing of infrastructure services
- Operating model design for blended insourced/outsourced responsibilities
- Assessments to determine the strongest service providers for your business
- Service Level Agreements (SLAs) — negotiations, criteria, management
- Financial base case analyses to determine returns associated with sourcing infrastructure services
- Market pricing analysis
- Offshore delivery opportunity and risk assessment
- Communications strategy and planning for organizational transition
- Change management approach and planning for system-wide change deliver



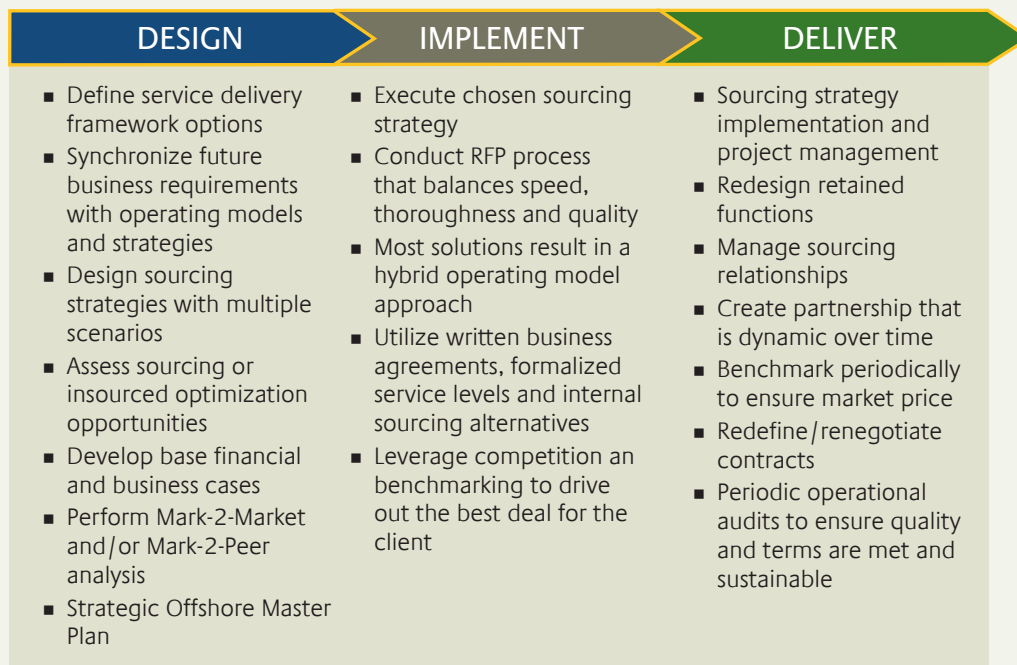
LOOKING FOR A STRATEGIC PARTNER?

TPI's Information Technology Infrastructure experts can help you achieve your organizational goals through objective advice, knowledge of your industry and experience with arrangements from simple to complex.

Looking for a strategic partner? Contact **Arno Franz**, Partner & Regional President, Asia Pacific, TPI, at **+61 2 9006 1610** or **arno.franz@tpi.net**. For more information, visit www.tpi.net.

ABOUT TPI

TPI, a unit of Information Services Group, Inc. (ISG) (NASDAQ:III, IIIIU, IIIIW), is the founder and innovator of the sourcing advisory industry, and the largest sourcing data and advisory firm in the world. We are expert at a broad range of business support functions and related research methodologies. Utilizing deep functional domain expertise and extensive practical experience, TPI's accomplished industry experts collaborate with organizations to help them advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring. In addition, TPI Momentum, a business unit of TPI, provides information and insights to outsourcing and offshoring service providers to help them provide enhanced services to their sourcing clients. For additional information, visit www.tpi.net.



Our Mission is Our Passion

Our advisors share a genuine passion for the value that we help our clients achieve. The outcomes that we recommend are driven by your unique situation and a meaningful understanding of your market realities.

WHY TPI?

Global 1000 enterprises rely on TPI for our strategic expertise across a range of service delivery options.

Our advisors bring you:

- **Experience** — Each TPI advisor brings a wealth of experience and the practical savvy to guide you in the right direction.
- **Knowledge** — As sourcing industry insiders, we have access to up-to-the-minute data, the latest research and the key relationships to help drive your results.
- **Objectivity** — TPI is known throughout the industry for integrity and objectivity. We offer impartial advice seasoned by our collective insight and leadership.

For more information about TPI and the sourcing industry, visit www.tpi.net

To learn how TPI may assist you, please contact:

Tom McCormack
Partner, Australia & New Zealand
+61 413 786 424
tom.mccormack@tpi.net

Dr. Catherine Jaktman
Federal Government
+61 408 822 137
catherine.jaktman@tpi.net

Bruce Everett
Business Development, Victoria
+61 407 535 835
bruce.everett@tpi.net

