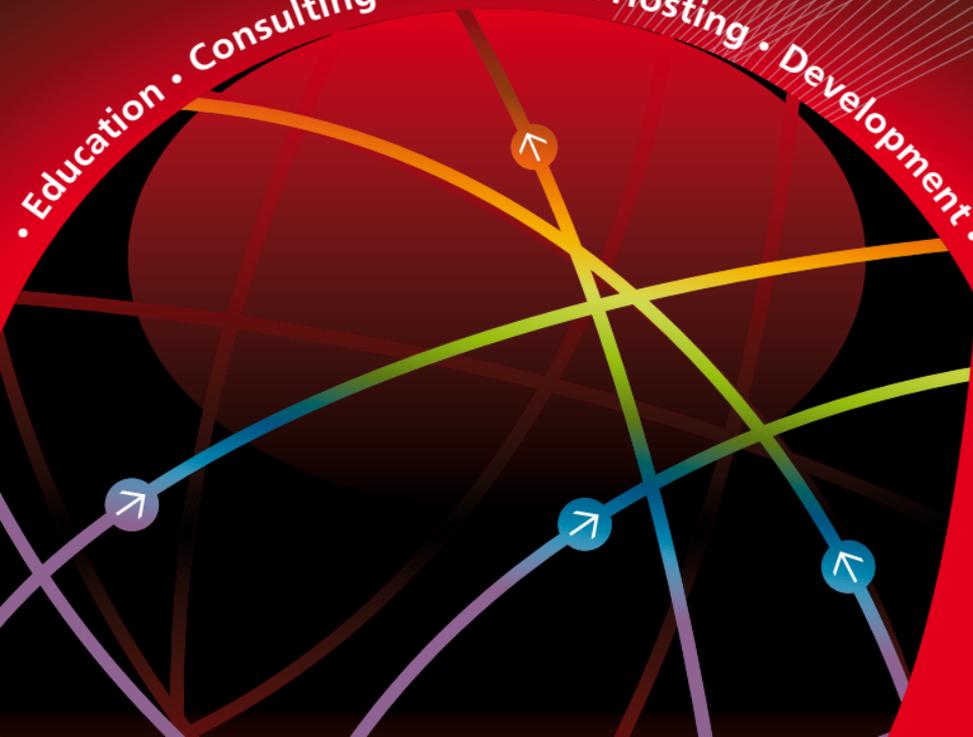


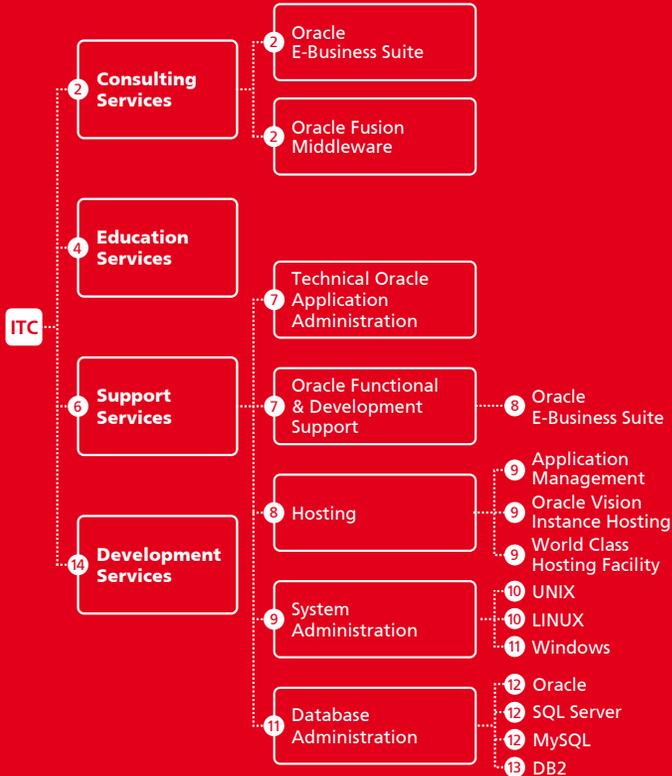
IT Convergence[®]

EXPERIENCE the power of results

• Education • Consulting • Support & Hosting • Development •

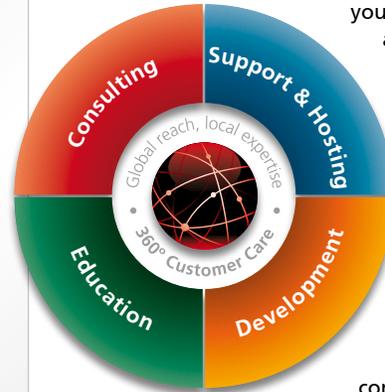


Services Index



Your Strategic Partner with Global Reach

IT Convergence (ITC) is a global enterprise application solution provider offering **Consulting, Education, Development, Support and Hosting** services. Our mission is to help you use technology to improve your business performance, whether you're upgrading or tailoring an application, supporting your environment, or effectively managing the application lifecycle.



ITC services the entire technology stack from the application and Middleware layers to the database and server layers. We have successfully partnered with more than 600 companies in over 50 countries around the globe.

Regardless of your organization's size or its business focus, our best practices, integrated expertise, and global reach are all aimed at ensuring that Oracle gives your company a competitive edge.

Consulting Services

Oracle E-Business Suite and Fusion Middleware expertise

ITC has the Oracle expertise, business experience and global reach to serve your organization around the world. We've strategically located our offices so that our consultants can deliver the functional, technical, and localization expertise that translates into a successful project. Partnering with ITC gives your company the benefit of working with a leading professional services provider.

▶ ORACLE E-BUSINESS SUITE IMPLEMENTATIONS, UPGRADES AND MIGRATIONS

Incorporate new functionalities and versions while ensuring predictability and minimizing risks through our consulting expertise and Project Management leadership.

▶ ORACLE FUSION MIDDLEWARE SOLUTIONS

Gain insights into your cost and profit centers in weeks with our fixed-bid, fixed-time Extreme Rapid Deployment BI solutions. Improve operating efficiency with our Service Oriented Architecture (SOA), Oracle RAC, Health Checks and 11g upgrade services.

▶ ON DEMAND CONSULTING

Fulfills your resource need by providing the technical or functional expertise that matches your requirements and project scope.

▶ EXTENSIONS

We tailor extensions on-site or remotely through our Development Services Center (see page 14).

▶ GLOBAL PROJECT MANAGEMENT

Our experience in delivering global solutions and thorough understanding of both business and technical issues allows you to achieve a tangible return on your investment.

▶ FULL PROJECT LIFECYCLE CAPABILITIES

ITC helps you achieve results through all phases of your project's lifecycle. Our proven project management methodology is critical to delivering services, adding value, and completing your project on-time and on-budget.

▶ BUSINESS FOCUSED CONSULTANTS

Our consultants provide not only functional and technical expertise, but also business know how that helps you reengineer your business processes effectively.

▶ PMO

Our Program Management Office (PMO) aligns solution scope with your business objectives. Before a project starts, the PMO begins planning. When work commences, the PMO applies the best practices and program management methodology needed to ensure quality, minimize risk, and accomplish all defined objectives.

Our Consulting Services solutions tangibly transform your business, improving your company's performance and results.



Education Services

Empower you staff with the right knowledge and set of skills



ITC Education Services provides the path to maximizing the value of your IT investment. With senior-level technical and functional instructors, IT Convergence offers several class formats that are tailored to fit your specific needs. Boost the performance and productivity of your staff, through training that integrates lectures, detailed demonstrations, and hands-on labs to accommodate a wide range of learning styles.

FUNCTIONAL AND TECHNICAL EDUCATION

Our Education solutions are customizable to meet your specific functional and technical needs, regardless of your project's size, scope, or location, and all instruction is tailored to your existing computing environment. We provide a comprehensive array of educational services covering strategy development, Delta, Project Team and End User training, and global procedure documentation support. This includes Business Process Training and Documentation Services aimed at creating quality desk reference and instruction materials.

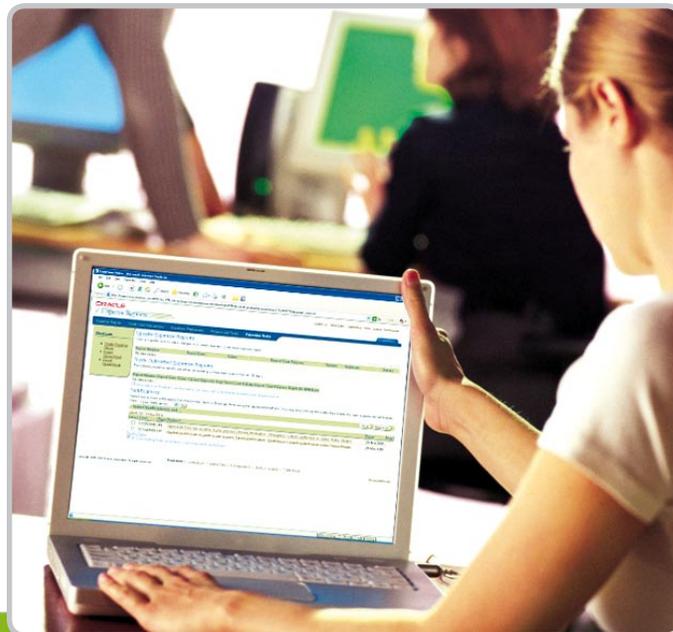
MULTIPLE FORMATS

We offer a variety of choices for location, type, and curriculum to accommodate your specific requirements, using examples

drawn directly from your business model. Class formats include Private Classes, Mentor Training, Train-the-Trainer, and Project Bootcamps. Our comprehensive eLearning solutions include Remote Private Classes, and Self-paced eLearning Tutorials.

DOCUMENTATION SERVICES

We have the expertise to document and standardize your business procedures globally and to help you communicate them so that everyone in your organization understands them.



Support & Hosting Services

Comprehensive Managed Services and Hosting



ITC Support Services (ISS) provides reliable, cost-effective Managed Services and Hosting solutions for global organizations of all sizes. Partnering with ISS allows you to focus on your core business because we simplify both the cost and complexity of IT. Veteran, business savvy IT executives lead ISS. Their experience in implementing global-scale solutions gives them an innate understand of the cost, staffing, and service level challenges confronting

IT decision makers in today's market.

ISS is fully dedicated to **Customer CARE** – Communication, Access, Responsiveness, and Excellence. This is not merely a slogan; it is the cornerstone of our service offering.

HELP DESK

Your ISS team is always available by phone. We quickly assign, track, and thoroughly document all service requests through Oracle TeleService. Our Help Desk is Open 24 x 7 x 365.

24 X 7 X 365 MONITORING AND RESPONSE

Systems architecture reliability and uninterrupted access to data are essential to business success. ISS proactively monitors your systems, responding immediately, before a fault impacts your business. ISS utilizes NimSoft's NimBus® IT Management Monitoring Platform.



PROJECT MANAGEMENT

ISS Project Managers' subject matter expertise is matched by their business acumen which they use to ensure that your IT infrastructure enables your business mission. Project Managers conduct weekly status meetings, handle issue escalation and resolution, and are accountable for service delivery quality.

TECHNICAL ORACLE APPLICATION ADMINISTRATION

ISS provides comprehensive ERP managed services for Oracle Applications. Our service model facilitates clear communication and accountability and ensures that your ISS support team knows your environment.

ORACLE FUNCTIONAL & DEVELOPMENT SUPPORT

ISS's functional and technical Oracle, Subject Matter Experts cooperate to ensure a coordinated and immediate response to support requests. We assign experts to support your environment based on your application needs.

→ **Oracle E-Business Suite Managed Services:** ISS reduces the complexity and cost of keeping your Oracle E-Business Suite up and running by using the industry's latest industry best practices and leveraging economies of scale to deliver unmatched levels of system uptime and availability. ISS doesn't employ a "one size fits all" approach to Oracle release management. ISS supports Oracle Applications from release 10.7 and Oracle Database from version 7.3 through the latest versions of these products. We can provide such comprehensive support because of our Functional and Technical experts' collective experience in supporting Oracle Applications and Database Technology. Access to an Oracle Vision Instance is a unique service offered by ISS which provides access to a current release, non-production Oracle E-Business Suite.

8 ↘ HOSTING

The IT Convergence Data Centers provide predictable Hosting Services and reliable Managed Network Solutions for critical data systems. Both facilities are Uptime Institute Rate Level III+/VI SAS70 certified, meaning that they are among the most secure and redundant data centers in the world. ISS tailors solutions which house your server architectures while providing the connectivity necessary to continuously link people to important data. Our flexible contracting model allows you to select any combination of Hosting, Co-location, Server, Application and/or Database



Administration services, and Oracle functional/development services to address your specific needs. ISS can manage anything from a simple relocation to a complex server consolidation.

→ **Application Management:** Pairing a reliable, secure and state-of-the-art facility with senior-level IT professionals allows ISS to offer this powerful, cost-effective alternative to in-house application hosting and management. The experienced technical and functional support professionals within ISS will ensure continuous access to important data.

→ **Oracle Vision Instance Hosting:** This is a unique service offered by ISS which provides access to a current release, non-production Oracle E-Business Suite.

→ **World Class Hosting Facility:** ISS has partnered with Latsis and 365 Main to bring you the safest and most flexible hosting infrastructure available today. Both facilities are Uptime Institute Rated Level III+/IV SAS70 certified facilities.

9 ↘ SYSTEM ADMINISTRATION

ISS has skilled UNIX, Linux, and Windows Systems Administrators experienced in supporting complex database and application

environments. System Administration team members provide comprehensive services, including backup and recovery design, health checks, implementation and management, process monitoring, security administration, and storage analysis to ensure your systems perform optimally.

→ **UNIX:** ISS provides cost-effective UNIX system administration services that you can rely on. We have system administrators with expertise on a wide range of UNIX platforms. We have the expertise to support specific UNIX platforms such as Sun Solaris, HP-UX, and AIX. This depth of expertise allows us to monitor and support your UNIX environment on a 24 x 7 x 365 basis. ISS services include customized installation and upgrades, installation of UNIX patches, UNIX Security Assessment, backup & recovery, and system monitoring and performance. ISS can also help you determine whether customized shell scripting for specific UNIX tasks is what is best for your needs and, if it is warranted, ISS also delivers that service.



→ **LINUX:** ISS provides reliable, cost-effective LINUX system administration services. Our LINUX experts support a wide spectrum of LINUX versions and operating systems. ISS has the expertise to support the complete RedHat Linux product family. In addition to providing system configuration services and completing the initial set-up of your LINUX environment, ISS works with you to define a strategic plan to carry out the following systems maintenance tasks: LINUX installation & upgrades, installation of LINUX patches, security assessment,



backup & recovery, and system monitoring and performance. ISS can also help you determine whether customized scripting is required for specific LINUX processing tasks.

→ **Windows:** ISS provides flexible and comprehensive Windows server monitoring and administration services, making strategic recommendations regarding Windows OS, system patches, server consolidation, storage architecture, security policies, trouble-shooting and backup and recovery. ISS supports your Windows platform on a 24 x 7 x 365 basis and engages in proactive and reactive maintenance to ensure the availability of your system architecture.

↳ DATABASE ADMINISTRATION

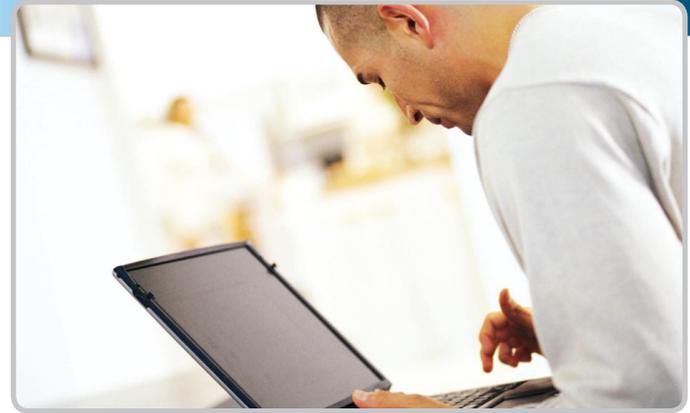
The team of senior-level Oracle, SQL Server, MySQL, and DB2 database administrators at ISS brings stability and manageability to the often unpredictable world of database management. ISS offers DBA support solutions tailored to your organization allowing you to reduce costs while gaining instant access to

expertise. ISS is home of certified experts who possess a wealth of expertise in operational database administration, as well as performance and configuration management.

→ **Oracle:** ISS assigns primary Oracle DBAs to each Oracle Database and Oracle Applications support services client. Our seasoned experts are accountable for proactive database administration, event/threshold monitoring, and task-oriented activities with the database and application. Our staffing model ensures continuity and rapid issue resolution. ISS clients know their DBAs by name, and your DBAs intimately know your environment. This relationship allows clients to work closely with their DBAs to establish a framework for a proactive maintenance and administration schedule and to chart the future of their Oracle database and application environments.

→ **SQL Server:** ISS offers Microsoft SQL Server database administration services that are tailored to your organization's needs. Our DBAs are skilled at configuring and maintaining SQL Server versions 2000 through 2008. Our DBAs are experienced with SQL Servers' data transformation applications including SSIS and DTS. They are also experts in developing system interfaces between heterogeneous databases and applications. ISS can help you design and maintain your SQL Server's data warehouse application.

→ **MySQL:** ISS offers comprehensive managed services for MySQL databases which include a full range of services,



covering installation, backups, performance optimization, and upgrades. ISS knows how to leverage your MySQL environment to secure high availability, API connectors, and data inter-operability among applications and service layers. We can help you take advantage of the MySQL database's unique Pluggable Storage Engine Architecture so that your organization can select a purpose-built storage engine which is optimized for specific application domains, including OLTP, Read-Intensive Web Scale-out, High-Availability Clustering, Data Archiving, and Data Warehousing.

→ **DB2:** ISS also offers managed services for the entire family of DB2 products. ISS can support your DB2 infrastructure whether you use DB2's Universal Database (UDB) on an independent platform, or you run the Universal Database z/OS on a mainframe. For each database platform, ISS provides a full range of installation, upgrade, backup, performance optimization, and data recovery services. We also offer services specific to each version of the database.



Development Services

Cost-Effective and Accessible Development



ITC has proven expertise in delivering quality software development. ITC's Development Services Center makes software development services affordable, effective, and accessible. Our project-based Nearshore development and our Staff Leasing services give you flexible options for accessing skilled resources at reduced costs.

NEARSHORE DEVELOPMENT

The Development Services Center's Nearshore division gives you an option for obtaining cost-effective project-based software development solutions. As opposed to Off-shoring, Nearshoring facilitates effective communications, which enhances your ability to coordinate and collaborate with your development partner. By working with the ITC's Development Services Center in Buenos Aires, Argentina, your company will realize a number of tangible benefits: Commitment to Quality, the New York business day, World Experience, and Guaranteed Accountability.

STAFF LEASING

The Development Services Center provides organizations with an excellent way to fill long-term technical and functional resource needs through its staff-leasing program. The concept

is simple, you contract the resources you need: Java developer, DBA, JBOSS administrator, Applications developer, or whatever skill set you require through our Development Services Center, and these personnel work for you on a full-time, dedicated basis. In collaboration with an ITC project manager, you manage these resources while ITC manages all human resource-related administrative functions.

ORACLE ERP, HRMS, AND CRM

The Development Services Center delivers a wide range of customized Oracle ERP, HRMS, and CRM application solutions to fit your business needs and functional environment:

- Tailored Solutions, Extensions, Migrations, Integrations, and Localizations
- Data Conversion/Data Migration
- Applications Tailoring
- Workflow
- Portal development and Internet based applications

J2EE AND JAVA METHODOLOGY



The Development Services Center puts a team of J2EE and Java programming specialists at your service for developing, managing, and supporting multi-tier or server-centric applications. Our proven implementation methodology ensures that value is added during each project phase.



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“ITC served as a key element to our unprecedented fast start up of the Oracle system. They were very dedicated and fit into our organization such that they were part of the team, undistinguished from our own personnel.”

Vic Schutte ■ Vice President, Asian Operations, Mercury Marine



“The best aspect of the training solution was having an instructor who has a history of actually using and implementing the application.”

Class Participant ■ ADT Security Services



“We’re very pleased with the services that ITC has been providing to ADA. After taking over support of our Oracle Financials system, they quickly found and corrected a number of deficiencies in the backup and recovery scripts.... This was truly exceptional service.”

Frank Hoose ■ CIO, American Diabetes Association



ITConvergence

www.itconvergence.com

ORACLE CERTIFIED
PARTNER