

The total solution for application maintenance needs.

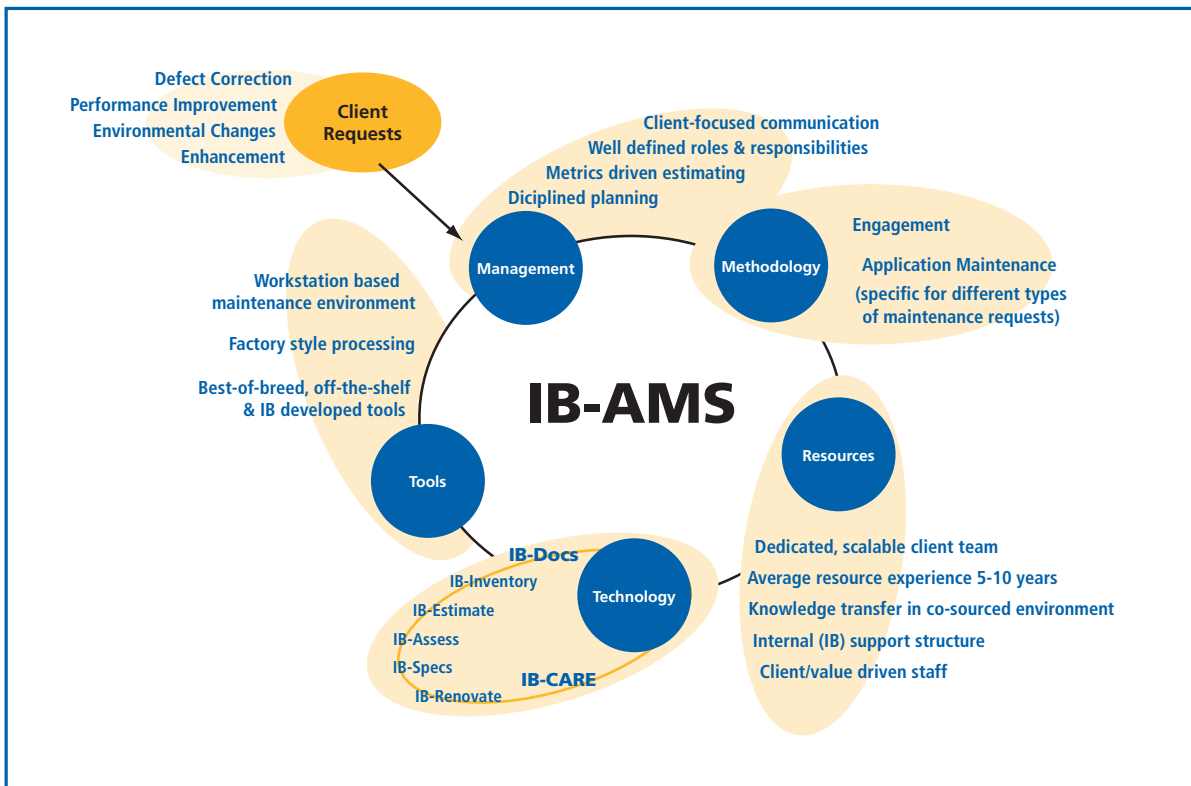
Today, an increasing demand is placed on IT operations for maintaining and enhancing systems. Applications must perform reliably and fast, and must incorporate new business requirements in a timely manner to keep the competitive edge they were designed to provide.

Information Balance-Application Maintenance Sourcing (IB-AMS) will help you run your business, confident that critical application support and maintenance will meet your expectations. You'll be able to maintain high systems performance while meeting maintenance demands cost effectively.

Proven Benefits:

- Measurable cost savings (up to 25-35%)
- Hold IT Budget, but get more for the \$
- Reduce Time-to-Market
- Improve Service to business
- Improved turnaround times
- System and human resources, capacity relief
- Improved employee morals, motivation
- Client focus on development
- Reduced turnover
- Quality improvement

IB-AMS utilizes Information Balance's perfect combination of tools, resources, methodology, and management. Using the best tools on the market with the best resources, along with an always-methodological delivery philosophy, results in reliable quality.



These four components have measurable results & proven benefits:

Tools:

- 1 Off Loaded, state of the art, workstation based maintenance environment
 - No/minimum downtime
 - Saved hardware capacity/cycles
 - No extra license cost to client
 - Readily scalable
- 2 Factory Style processing is enabled by the combination of best-of-breed, off the shelf and IB developed software tools.
 - Quicker turnaround
 - Increased quality, consistency
 - Predictable timelines, outcomes, costs

Resources:

- 1 Dedicated, scalable client team
 - Minimum startup time, increased productivity
 - Cost effective optimum resource utilization
- 2 Average resource experience 5-10 years
 - Deployed resource skill level always matched to task at hand
 - Efficient Resource Utilization
- 3 Client/Value Driven Staff
- 4 Value Add
 - Internal IB support structure
 - Save scarce client resource/experience
 - Knowledge transfer in co-sourced environment
 - Mentoring on the job learning for client staff

Methodology:

- 1 Engagement
 - Assessment
 - Pilot
 - Service Level Agreement
 - Transition
 - Transfer
- 2 Application Maintenance (Specific for different types of maintenance requests)
 - Written, documented work flow
 - Repeatable process deploying best practices; standard task lists
 - Well-defined, template driven deliverables
 - Established change control, version control and promotion procedures
 - Built-in testing/QA procedures
 - Formal procedures for technical documentation
 - Formal procedures for business knowledge documentation

Management:

- 1 Disciplined planning approach: template driven project plans (based on standard task list), running concurrent
 - Quality plans - enable control; on time, on-budget delivery
 - Optimum resource utilization
- 2 Metrics driven estimating approach
 - Consistent and predictable outcome
 - Comparison between projects, historical info
- 3 Well established, client-focused communication protocol
 - IB engagement Manager - Central point of contact
 - Better work prioritization, cross-departmental communication
 - Bi-Weekly progress reporting
 - Enhanced control and productivity of the maintenance function
 - Standard management reports across platforms and projects
 - Clarity consistency leads to better understanding, meaningful comparisons
- 4 Well defined roles and responsibilities
 - Optimum resource utilization

Information Balance-Application Management Sourcing can be offered on a totally outsourced, partially outsourced and/or co-sourced basis.

YOUR SUCCESS IS OUR SUCCESS



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