VIRTUAL OFFSHORE CAPTIVE CENTRE

... an engagement model that we transformed.

“Moving from Service Provider to Collaborative Partner”
“VOCC is our unique client engagement model that places the client into the shoes of the owner\(^1\) of an ‘Offshore Captive Centre’ without actually having established / owning the same in the Offshore Jurisdictions. It builds up collaborative partnership rather than vendor relationship. This model encapsulates all the benefits of an ‘Owned Captive Centre’ and ‘Third Party Outsourcing Vendor’ while eliminating their disadvantages.”

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Note 1: Owner implies owner like controls over facility, resources, manpower, project management, delivery etc.
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Introduction

"WE TRANSFORM OUTSOURCING SERVICES"

We have been providing knowledge services since 1999 through Aggarwal Raman & Associates (established in 1988), a leading firm of Chartered Accountants, and AEREN-Legal Studio, a law firm and Anju & Associates, an architectural firm, in the northern part of India. Encouraged by past performance and drawing on our unique history, people, process, technology and approach; we decided to set up a state of the Art IT-BPO center. Aiming towards this objective, we succeeded in the allotment of a plot measuring 6071.48 sq. meters, in the name of our limited liability company dedicated to IT & BPO services, by Govt. of India, in its emerging Technology Park in Chandigarh. Moving further, we started setting up an intelligent, high-end state of the art IT infrastructure – Our IT facility, in “Rajiv Gandhi Chandigarh Technology Park”, at Chandigarh- “India’s most preferred IT destination” (Source: NASSCOM - ATKEARNEY, and Gartner), 160 miles to the north of New Delhi (the Capital of India). Our facility is adjacent to Global IT leaders INFOSYS, Airtel, Mahindra Tech, etc. and will be partially operational by April-May 2009.

Vision, Mission & Value Statement

Vision: To "Transform Outsourcing Services”.

Mission: To deliver long term benefits and measurable value to our customers by leveraging our:

• Tenets of quality and innovation,
• Best people talent,
• Self sustaining processes framework
• Cutting edge technology
• Domain knowledge & expertise.

Value: Our value proposition is to ensure cost effective and efficient business operations by delivering technology enabled business solutions.
Our long term objective is to ensure our clients, to deliver maximum values through cost savings, enhanced productivity with highest standard of quality and continuous process improvement and cutting edge technology. We deliver value for money through our proven flexible and transparent delivery and engagement model. We believe in building long term relationship and long-lasting strategic partnership. We have sufficient experience and expertise needed to help enterprises in transforming their business. We deliver technology enabled business solutions to our clients. We have extensive technological capabilities which are duly complimented by deep domain / industry knowledge and expertise.

We have been investing extensively in gaining expertise for managing complex processes and translating this knowledge into creating a delivery structure that maximizes customer value while minimizing operational risks.

Our Approach:

- **Cost reduction through enhancement of productivity, innovation, cutting edge technology and best practices**
- **Hire best talents from respective industry and its development through continuous education and training programme**
- **Highest standard of quality to ensure defect free services**
- **Enhancement of total performance through ongoing technology transformation, process re-engineering and continuous process improvement**
- **Flexible and transparent delivery and engagement model**
- **Enhancing security, privacy and confidentiality**
- **Robust governance**
- **Risk mitigation through robust risk management framework**
The traditional outsourcing model (Process-Centric Outsourcing) has been transformed by us into “Virtual Offshore Captive Centre” for our clients to enable them to retain control over process/project management and robust governance besides substantial cost savings. This Engagement Model encapsulates all the advantages of ‘Offshore Captive Centre’ as well as conventional ‘third party outsourcing’ without undergoing the perils of setting up its own entity in offshore jurisdictions. This model ensures greater strategic value and builds up long term strategic client relationships through active collaboration with the client. In short, this model is a collaborative partnership model than a vendor model. This model, in-fact, is a modified version of “Co-managed Outsourcing model / Co-sourcing model”.

Under this model, the Clients collaborate with us as partner and like traditional outsourcing model, outsource the process or a set of processes to us, while taking the full responsibility of process/project management and transition of the process. In today’s complex IT world, the quality and timely delivery of the Process outsourced are the key concerns and holds paramount importance. As the client assume the responsibility of process/project management through our assistance, the client will have higher degree of control over the manpower and resources deployed by us for the execution of the outsourced process/project in a more effective and efficient manner. This will help our client getting enhance competitive advantage and strategic value through enhance productivity, cost effectiveness, better performance management and continuous process improvement.

This Model is a type of strategic partnership, wherein both the entities work together and leverage their expertise & resources. This Robust Engagement Model ensures cost effectiveness, competitiveness, and is scalable, relationship oriented & free from outsourcing risks, for the clients.

Under this model, the roles & responsibilities relating to the outsourced process will be defined collaboratively and will be managed. The outsourced process/ Project will be managed by the client and he will be responsible for the components of the Project management like Transition Management, Quality Management, Performance Management & Governance while we will be responsible for managing the IT infrastructure & support services, Back office operations like HR functions, Facilities Management etc. as part of our role and responsibilities. This Model, further, ensures greater outsourcing clarity, IT project & real time visibility, transparency and greater degree of risk management.

In short, our Clients get all the advantages of a dedicated Off-shore captive centre (like High Quality & timely delivery, better performance, smooth transition etc), without the pitfalls (Entity issues like HR, Administration, regulatory issue, legal, Tax, , Accounts etc.) of having established its own entity in the Off-shore jurisdictions.

Under this Model, the roles & responsibilities will be as follows:

**Outsourced Process**

**Roles & Responsibilities**

**WE**

Support Functions

- IT Infrastructure and Support Services
- Facility Management Services
- HR Management
- Back Office Operations

**CLIENT**

Project Management (Delivery)

- Process/Project Management
- Supervisor Level Management
Benefits - VOCC

- Client retains full control over process / project management
- Superior controls over facility, resources, manpower etc.
- Quick & Clean outsourcing arrangement
- No entry & exit issues in offshore jurisdiction
- Minimal set up time
- Best outsourcing strategy & management tool
- Quality governance
- Greater degree of risk management
- Partner not vendor
- Minimal Outsourcing risks
- Greater Client satisfaction
- Timely & Quality delivery
- Seamless Transition
- Substantial cost savings
- Real-time visibility and risks management
- IT project visibility and productivity
- No “own entity risks & hassles”
- Minimal capital investment in offshore jurisdiction

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HOW IT WORKS

1. Identification of the Process to be Outsourced
2. Signing of Outsourcing Agreement
3. Assignment of Dedicated IT Space - Modular
4. Transition of Outsourced Process
5. Delivery
6. Termination of Outsourcing Agreement

Support Functions
- IT Infrastructure and Support Services
- Facility Management Services
- HR Management
- Back Office Operations

CLIENT
- Process/Project Management
- Supervisor Level Management

WE
- Project Management
**VOCC Agreement** is an outsourcing agreement that will be entered between client & us. It is a master service agreement that will document the nature of the outsourcing transaction, the type of business process that are being outsourced, the scope of services to be rendered, roles & responsibilities of the parties, performance specifications, accountability & measurable standards, a pricing structure for the services, an other conditions concerning IP, employment, confidentiality, termination, dispute resolution mechanism, governing law & jurisdiction.
Dedicated IT Space - Modular

An independent and dedicated modular IT space having capacity ranging from 25-100 high-end workstations, will be assigned / allocated to the client as per its requirements, supported by full height executive cabins, conference room, meeting room, server & storage room (Data centre), UPS room, Network infrastructure, telecom infrastructure, dedicated connectivity etc. Each modular will have independent access control. Beside this, there would be a common infrastructure like High-end Demo room, Video Conferencing Room, training room etc available to it.

**Infrastructure for each Modular:**
- State of the Art Work Stations
- Executive Full Height Cabins
- Conference room
- High End Data Centre room
- High End Network
- Power Back up
- Connectivity
- Access Control

**Common Infrastructure:**
- Master Reception
- Waiting area on each floor
- State of the art Auditorium
- High-End Demo Room
- High-End Conference Room
- Interview/Visitors Rooms
- High End Training Rooms
- Cafeteria & Pantry
- Gymnasium
- Indoor Games
- Outdoor Games
- Lounge

**Amenities & Provisions**
- Parking – 500 inside and 500 outside
- 100% Power Back up
- Air Conditioning
- Lifts (3 nos.)
- Ladies and Gents Toilets (3 nos. on each floor)
- Modern Fire Detection and restrain systems with sprinklers
- Fire and smoke detectors
- Green Areas
- Water Bodies
- Staircase
Standard Roles & Responsibilities

Outsourced Process

WE

Support Functions

- IT Infrastructure and Support Services
  - Data Centre Services
  - Network Services
  - Desktop Services

- Facility Management Services
  - Maintenance
  - Housekeeping
  - Security
  - Pantry
  - Parking
  - Reception

- HR Management
  - Recruitment and Selection
  - Payroll Management
  - Training and Development
  - Benefits administration
  - Compensation management
  - Performance management
  - Work force management
  - Separation management
  - Immigration and Expatriation
  - HR analytics

- Back Office Operations
  - Legal
  - Accounting
  - Administration
  - Commercial
  - Finance
  - Travel Desk
  - Tax

CLIENT

Project Management (Delivery)

- Process/Project Management
  - Transition Management
  - Quality Management
  - Performance Management
  - Governance

- Supervisor Level Management
  - Resource (Manpower)
Our pricing will be based on number of work stations comprised assigned to the Clients. We will charge a sum of USD 30 to 50 per work station per working day, depending on various parameters like division of roles and responsibilities, capital expenditure in technology and assets, etc. This will include electricity and shared internet charges. However, use of high end video conferencing facilities, auditorium, cafeteria, pantry, demo room, will be charged additionally.
## Offshore Outsourcing Risks & Benefits Under Different Engagement Models (Analysis)

### Offshore Outsourcing Risk Analysis:

<table>
<thead>
<tr>
<th>Type of Risk</th>
<th>Traditional Outsourcing</th>
<th>Virtual Captive Centre</th>
<th>Offshore Captive Centre</th>
<th>BOT</th>
<th>Joint Venture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process/Project Management risk</td>
<td>High</td>
<td>Low</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>Quality risk</td>
<td>High</td>
<td>Low</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>Timely Process / Project Delivery risk</td>
<td>High</td>
<td>Low</td>
<td>Low</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>Controls risk</td>
<td>High</td>
<td>Low</td>
<td>Nil</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>Transition risk</td>
<td>High</td>
<td>Low</td>
<td>Nil</td>
<td>Moderate</td>
<td>Low</td>
</tr>
<tr>
<td>Privacy &amp; Security risk</td>
<td>High</td>
<td>Low</td>
<td>Nil</td>
<td>Nil</td>
<td>Low</td>
</tr>
<tr>
<td>Governance risk</td>
<td>High</td>
<td>Low</td>
<td>Nil</td>
<td>Nil</td>
<td>Low</td>
</tr>
<tr>
<td>HR risk</td>
<td>Nil</td>
<td>Nil</td>
<td>Very High</td>
<td>Low</td>
<td>High</td>
</tr>
<tr>
<td>Regulatory risk</td>
<td>Nil</td>
<td>Nil</td>
<td>Very High</td>
<td>Low</td>
<td>High</td>
</tr>
<tr>
<td>Own Entity risk</td>
<td>Nil</td>
<td>Nil</td>
<td>Very High</td>
<td>Low</td>
<td>High</td>
</tr>
<tr>
<td>Transparency &amp; Visibility</td>
<td>Moderate</td>
<td>Very High</td>
<td>Very High</td>
<td>Moderate</td>
<td>High</td>
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</tbody>
</table>

### Offshore Outsourcing Benefit Analysis:

<table>
<thead>
<tr>
<th>Type</th>
<th>Traditional Outsourcing</th>
<th>Virtual Captive Centre</th>
<th>Offshore Captive Centre</th>
<th>BOT</th>
<th>Joint Venture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process/Project Management Control</td>
<td>Moderate</td>
<td>Excellent</td>
<td>Excellent</td>
<td>Moderate</td>
<td>Good</td>
</tr>
<tr>
<td>Cost Effectiveness</td>
<td>Moderate</td>
<td>Very good</td>
<td>Very good</td>
<td>Moderate</td>
<td>Moderate</td>
</tr>
<tr>
<td>Timely Process / Project Delivery</td>
<td>Moderate</td>
<td>Very Good</td>
<td>Very Good</td>
<td>Good</td>
<td>Good</td>
</tr>
<tr>
<td>Quality</td>
<td>Moderate</td>
<td>Very Good</td>
<td>Very Good</td>
<td>Good</td>
<td>Good</td>
</tr>
<tr>
<td>Controls</td>
<td>Moderate</td>
<td>Very Good</td>
<td>Very Good</td>
<td>Good</td>
<td>Good</td>
</tr>
<tr>
<td>Vendor Relationship</td>
<td>Moderate</td>
<td>Very Good</td>
<td>Not Applicable</td>
<td>Good</td>
<td>Ok</td>
</tr>
<tr>
<td>Capital Investment Savings</td>
<td>High</td>
<td>High</td>
<td>Nil</td>
<td>High</td>
<td>Moderate</td>
</tr>
<tr>
<td>Process improvements</td>
<td>Moderate</td>
<td>Very good</td>
<td>Very good</td>
<td>Moderate</td>
<td>Good</td>
</tr>
<tr>
<td>Out Sourcing Clarity</td>
<td>Moderate</td>
<td>Very Good</td>
<td>Very Good</td>
<td>Moderate</td>
<td>Good</td>
</tr>
<tr>
<td>Real Time Visibility &amp; Risk management</td>
<td>Moderate</td>
<td>Very good</td>
<td>Very good</td>
<td>Moderate</td>
<td>Good</td>
</tr>
<tr>
<td>IT Project Visibility &amp; Productivity</td>
<td>Moderate</td>
<td>Very good</td>
<td>Very good</td>
<td>Moderate</td>
<td>Good</td>
</tr>
<tr>
<td>Seamless Transition</td>
<td>Moderate</td>
<td>Very good</td>
<td>Very good</td>
<td>Moderate</td>
<td>Good</td>
</tr>
</tbody>
</table>
Our IT facility is located at **Chandigarh**, 160 miles (towards north) from New Delhi (The Capital of India). Our IT Facility is in **“Rajiv Gandhi Chandigarh Technology Park”** developed & managed by Chandigarh Administration, Govt. Of India. Our facility is adjacent to the premises of **INFOSYS, Airtel, DLF, Tech Mahindra, Grand Hyatt (Five Star Hotel)** and in proximity to the World class Township on 125 Acres styled as ‘**Pride Asia’**, being developed by Leading Indian Land developers - Parsvnath Developers Ltd. Our Facility is spread over a plot measuring 1.5 acres of land, allotted by Chandigarh Administration, Government of India, as **“Build to suit sites”**, notified under the “Allotment of Campus sites in Chandigarh information Park Rules, 2002”, framed exercising the powers under The Capital of Punjab (Development & Regulation) Act, 1952. Our facility is 10 km away from the airport, 3 km from the railway station and 8 km away from the Bus stand. The city centre is 8 km far. The satellite towns of Mohali and Panchkula are located at a distance of 15 km and 3 km respectively.
Why Chandigarh?

OVERVIEW

Chandigarh, the dream city of India's first Prime Minister Sh. Jawahar Lal Nehru, was planned by the famous French architect, le Corbusier, Picturesquely located at the foothills of Shivalik, it is known as one of the best experiments in Urban planning and modern architecture in the 20th century in India. The foundation of the city was laid in 1952 and subsequently in 1966 the city assumed the unique distinction of being a union territory with capital city of two states Punjab and Haryana.

The city is divided in 56 sectors each measuring 800 meters by 1200 meters having all modern facilities. City is a regional hub for education (including technical), finance, health, entertainment and tourism sectors in addition to being a gateway to one of the most beautiful hilly state of Himachal Pradesh.

Chandigarh's quality of life is unparalleled and its excellent social infrastructure makes it a highly livable place. It offers clean green surroundings with educational and health infrastructure which is high class and most modern. Chandigarh is also on course to becoming a knowledge city with all pre-requisites for attracting knowledge sector companies. The presence of National level institutes, Educational Centres of Excellence and a large number of other prestigious organizations makes it an important regional hub. The services sector provides much of the economic activity in the city with financial services, IT services, hospitality and tourism services providing opportunities to the youth of the city and the region for employment in large numbers.

SNAPSHOT

- Foundation of City: 1952
- Temperature: Winter (min) Nov-Jan 3°C – 14°C
  Summer (max) April-July 31°C – 44°C
- Population: 900635 (3.45% CAGR)
- Literacy Rate: 81.9% (0.57% CAGR)
- Percent Working Population (15-59): 65.87%
- Average House Hold Income (2004-05): 375905 INR
- Human Development Index: Number 1 in the country
- Law & Order Index 2007: Number 1 among UT’s
EMERGING IT DESTINATION

Chandigarh Administration is headed by the Administrator who is also Governor of Punjab. A compact, lean, sensitive and citizen friendly administration is ushering Chandigarh into a new era of e-governance and responsive administration, committed to holistic development of the city based on best and modern technology. The most modern city of India is now on path of becoming a 'Smart City'.

Inaugurated by Dr. Manmohan Singh, the Prime Minister of India on September 24, 2005, **Rajiv Gandhi Chandigarh Technology Park (RGCTP)** cover more than 375 Acres, is a premier initiative of Chandigarh Administration. It represents one of the largest government initiative of its kind in the country. This IT Park empowers a vision that is spread over complete value chain of IT & IT enabled services. It also delivers a compatible environment for both vertical and horizontal growth. The Park provides customized solutions for easy scalability & easy design flexibility.

Chandigarh has been declared as one of the most preferred IT destination. Chandigarh, being Tier-III city, ensures lower labor costs, lower real estate costs and reduced Staff attrition rate (Source: Jones Lang La Salle – Leading Real Estate Management Company). Besides, Gartner, a leading Global marketing research firm, during their recent study, has also recognized Chandigarh as one of the most preferred IT location. Chandigarh has also got third Slot at the NASSCOM ATKEARNEY study on location Road map for IT-BPO growth. The highlights of the study of NASSCOM ATKEARNEY in respect of Chandigarh are as under (on a scale of 1-10):

### TABLE I:

<table>
<thead>
<tr>
<th>ATTRACTIVENESS ASSESSMENT</th>
<th>Chandigarh</th>
<th>Bangalore</th>
<th>Gurgaon</th>
<th>Delhi</th>
<th>Pune</th>
<th>Chennai</th>
<th>Hyderabad</th>
<th>Kolkata</th>
<th>Mumbai</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Support</td>
<td>8.4</td>
<td>4.6</td>
<td>4.9</td>
<td>3.75</td>
<td>5.2</td>
<td>7.7</td>
<td>8</td>
<td>6</td>
<td>5.2</td>
</tr>
<tr>
<td>Business Environment</td>
<td>6.5</td>
<td>7.9</td>
<td>6.4</td>
<td>5.6</td>
<td>7.7</td>
<td>7.7</td>
<td>6.9</td>
<td>5.6</td>
<td>8.1</td>
</tr>
<tr>
<td>Skill Set Assessment - IT</td>
<td>5.1</td>
<td>8</td>
<td>5.6</td>
<td>6.4</td>
<td>7.6</td>
<td>7.9</td>
<td>4.2</td>
<td>5.7</td>
<td>7.3</td>
</tr>
<tr>
<td>Skill Set Assessment - BPO</td>
<td>5.8</td>
<td>7.2</td>
<td>6.2</td>
<td>7.1</td>
<td>7.1</td>
<td>7.6</td>
<td>5.1</td>
<td>6.7</td>
<td>8.1</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>5.6</td>
<td>7.6</td>
<td>6.7</td>
<td>7.5</td>
<td>6.6</td>
<td>8.1</td>
<td>7.2</td>
<td>7.5</td>
<td>8.8</td>
</tr>
<tr>
<td>Social &amp; Living Environment</td>
<td>5.2</td>
<td>5.4</td>
<td>4.3</td>
<td>5.1</td>
<td>5.4</td>
<td>5.8</td>
<td>6.6</td>
<td>5.4</td>
<td>6.1</td>
</tr>
<tr>
<td>Location Attractiveness - IT</td>
<td>5.9</td>
<td>7.1</td>
<td>5.7</td>
<td>6.1</td>
<td>6.8</td>
<td>7.7</td>
<td>6</td>
<td>6.2</td>
<td>7.3</td>
</tr>
<tr>
<td>Location Attractiveness - BPO</td>
<td>6.2</td>
<td>6.8</td>
<td>6</td>
<td>6.3</td>
<td>6.6</td>
<td>7.6</td>
<td>6.4</td>
<td>6.6</td>
<td>7.4</td>
</tr>
<tr>
<td>Cost Advantage&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>25%</td>
<td>14%</td>
<td>20%</td>
<td>60%</td>
<td>12%</td>
<td>13%</td>
<td>32%</td>
<td>14%</td>
<td>5%</td>
</tr>
</tbody>
</table>

<sup>(1)</sup> Represents the estimated difference in cost of operations between the above location and the average cost of operations across all the Leader locations.
### TABLE II: PHYSICAL INFRASTRUCTURE, SOCIAL & LIVING ENVIRONMENT ASSESSMENT

<table>
<thead>
<tr>
<th>Categories</th>
<th>Chandigarh</th>
<th>Bangalore</th>
<th>Surat</th>
<th>Delhi</th>
<th>Pune</th>
<th>Chennai</th>
<th>Hyderabad</th>
<th>Kolkata</th>
<th>Mumbai</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space Availability</td>
<td>Average</td>
<td>Excellent</td>
<td>Excellent</td>
<td>Poor</td>
<td>Average</td>
<td>Good</td>
<td>Average</td>
<td>Average</td>
<td>Average</td>
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<tr>
<td>Power</td>
<td>Good</td>
<td>Good</td>
<td>Poor</td>
<td>Poor</td>
<td>Average</td>
<td>Excellent</td>
<td>Good</td>
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<td>Average</td>
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<tr>
<td>Hotels</td>
<td>Average</td>
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<td>Average</td>
<td>Excellent</td>
<td>Average</td>
<td>Excellent</td>
<td>Good</td>
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Our IT Infrastructure is being developed on the concept of modular designing. Each Modular is self contained, complete & independent from other Modular, having its own Access control. Our each Modular will comprise of 25-100 high-end workstations supported by full height executive cabins, conference room, meeting room, server & storage room (Data centre), UPS room, Network infrastructure, telecom infrastructure, dedicated connectivity etc. Beside this, there would be a common infrastructure like High-end Demo room, Video Conferencing Room, training room etc. The Total capacity of work stations will be more than 1250. Besides our standard Modulars, we can also provide customized modulars as per the requirement of the Client.

Our IT facilities will have total covered area of more than 1,55,000 Sq. ft. comprising of lower basement (2715 sq mts or 29224 sq ft.), Upper basement (2491.8 sq mts or 26821.5 sq ft.) Ground Floor (2227.29 sq mts or 23974.35 sq ft.), First floor (2047.79 sq mts or 22042.23 sq ft.), Second floor (1970.60 sq mts or 21211.36 sq ft.), third floor (1395.62 sq mts or 15022.33 sq ft.), fourth floor (1395.62 sq mts or 15022.33 sq ft.), fifth floor (147.35 sq mts or 1586.06 sq ft.) and guard box (11.16 sq mts or 120.125 sq ft.) spread over 1.5 Acre (6071.48 sq mts or 65352.87 sq ft.) of Land. The area details & specifications are mentioned in Appendix ‘A’.

Infrastructure for each Modular:

- State of the Art Work Stations
- Executive Full Height Cabins
- Conference room
- High End Data Centre room
- High End Network
- Power Back up
- Connectivity
- Access Control

Common Infrastructure:

- Master Reception
- Waiting area on each floor
- State of the art Auditorium
- High-End Demo Room
- High-End Conference Room
- Interview/Visitors Rooms
- High End Training Rooms
- Cafeteria & Pantry
- Gymnasium
- Indoor Games
- Outdoor Games
- Lounge

Amenities & Provisions

- Parking – 500 inside and 500 outside
- 100% Power Back up
- Air Conditioning
- Lifts (3 nos.)
- Ladies and Gents Toilets (3 nos. on each floor)
- Modern Fire Detection and restrain systems with sprinklers
- Fire and smoke detectors
- Green Areas
- Water Bodies
- Staircase
We have the domain expertise in the following sectors. We will leverage our tenets of quality and innovation, the best people talent and self sustaining process framework to deliver long term benefits and measurable high value to our customers.

**Horizontal offerings**

- Finance and accounting outsourcing
- Human Resource Outsourcing
- Knowledge Services/Knowledge Process Outsourcing (KPO)
- Legal Process Outsourcing
- Tax Outsourcing
- Book keeping and Accounting services
- Payroll Services
- Architectural Services

**Vertical offerings**

- Banking and financial services
- Securities and Capital markets services
- Telecom
- Retail
- Insurance
- Health and Life Sciences
- Travel & Transportation
Our - Advantage

- One Stop Shop
- State of the Art Modular IT Facility
- Strategic Location
- Experienced Management
- Best People Talent
- Deep Domain Industry Knowledge & Expertise
- Best-in-Class Process and Quality System
- Flexible and Transparent Delivery & Engagement Model
- Risk Mitigation through Robust Risk Management Framework
- Substantial Cost Savings
- Technology Enabled Business Solutions
- Scalability of Operations
- Low Attrition Rate through Best Recruitment & Retention Strategies
- Cutting Edge Technology
- Superior Controls
- Continuous Process Improvement
- Technology & Process Transformation
- Timely Delivery
- Robust Information & Security Management System
- Delivering the Best ROI
- Sound Financial Stability
Founders & Existing Service Portfolio

**Mr. Raman Aggarwal:** The Chairman & Founder of the Company, is an innovative Entrepreneur and eminent Chartered Accountant (CPA) with an experience of more than 20 years to his credit. He is authority on Accounts & Finance, Tax, Financial services, transaction services, regulatory services and other business advisory services, international tax, double taxation, transfer pricing, offshore planning, international tax structure, establishment and management of offshore business.

He is a member of “The Institute of Chartered Accountants of India” (A Statutory Body established under the” The Chartered Accountants Act, 1949 (Act No. XXXVII of 1949)) and has been empanelled with the “Office of Official Liquidator” attached with the High Court of Punjab, Haryana and Chandigarh. He is also empanelled as an Auditor for conducting Special Audits approved by the Tax Authorities and has been nominated to the “Regional Direct Taxes Advisory Council”. Besides this, he is also a member of “The Institute of Internal Auditors”, Inc., Florida, USA, “International Fiscal Association” Netherlands and “PHD Chambers of Commerce & Industry”, India.

**Ms. Anju Aggarwal:** The Director & Co-founder of the Company, is a leading Architect with a bankable experience of 18 years in the fields of Architecture, planning, Designing and interior decoration. She has created a distinct position for herself in the field with her creative intellect and dynamism, which manifested itself through the scaling success of her Architecture Firm M/s. Anju & Associates.

**Ms. Simpy Aggarwal:** The Co-founder of the Company, is a seasoned lawyer and a Company Secretary having more than 15 years of work experience in Corporate Practice with specialization in Company matters, E-commerce Acquisition & Mergers, Intellectual Property Rights, Banking & Structured Finance, Legal Processes, HR Law, besides General litigation and dispute resolution.

Existing Service Portfolio

**Aggarwal Raman & Associates**

A leading firm of Chartered Accountants, with a team of more than 24 professionals, has been rendering commendable services in the domains of Assurances, Accountancy, Taxation, Corporate Recoveries, Regulatory & Advisory services since its establishment in 1988, and has been handling multi-dimensional Assignments for more then 50 leading Multi National Corporations (MNC) with likes of Emerson Electric (USA) (fortune 500 Company), Quark (USA), Opera (Norway), Patni computers (USA), Heron Evidence (UK), Meritech Software (Japan), Soshacom International (Canada) and many more figuring in its client bouquet, besides over 100 Indian corporate entities engaged in a wide spectrum of business activities ranging from Steel, Power, Infrastructure Development to Software Development/IT enabled Services.

(www.ramanaggarwal.com)
**AEREN’s India Debt Recovery**

The Dream project of the Company and **India’s first & only Debt Recovery Portal** which has been launched in the month of May, 2008, that provides total web based services and **One Stop Solutions** for commercial debts or B2B recovery **PAN India**, backed up by its Proprietary Technology Tool **AEREN Collect™**. With its omnipresence across India with over **60 offices** in all the major cities and a team of more than **144 highly accomplished** law attorneys, financial advisors, retired judges, accountants and management consultants, it ensures & resolves to provide cost-effective, focused and workable solutions for legalized recovery to its clientele with sincerity, dedication and professionalism, whilst maintaining the good relations with the debtors.

(www.indiadebtrecovery.com)

**AEREN- Legal Studio**

A distinguished corporate law firm with a rich experience of over 15 years in the domains of Acquisition & Mergers, Banking & Structured Finance, Commercial Recoveries, Company matters, Cyber law, Drafting and Vetting of Business Agreements/ Legal Documents, E-commerce, Intellectual Property law, Legal Processes, HR Law, Real estate, tele-communication law, legal corporate advisory besides General litigation and dispute resolution.

**AEREN-Worldwide**

**India’s first web based service provider** of its kind on **Offshore/International Tax planning. AEREN-Worldwide** with its in-house team of more than 22 Chartered Accountants & Multiple Disciplined Professionals and affiliations with World’s top International Tax planning professionals across the Globe, has represented various multinational foreign corporations, large domestic corporate houses and financial institutions on the aspects of Double taxation, Formation & management of offshore Companies & Trusts, International Investment structure, International Tax Planning, transfer pricing & advance rulings.

(www.aerenworldwide.com)

**AEREN IT Solutions Private Limited**

The company is developing **World’s first web based Personal Accounting Software** comprising of below mentioned 21 Modules that will act as a Personal Manager to manage whole gamut of financial & non-financial information from inception. This will help our clients to meet out their various needs like Accounts Management, personal financial statements, Tax management, Master information Management etc. The product is expected to be launched in the second quarter of 2009.
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<td>Diamond/Jewellery/gold/precious Stone Manager</td>
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**Anju & Associates**

Ever since its establishment in 1990, the firm, with its skill, creativity and dedicated team of over 9 professionals, has successfully executed multi-angled Projects ranging from Town planning, zoning and designing to interior decoration for the likes of *Quarkcity, Emaar MGF, The Times of India, Indian Oil corporation, Haryana Financial corporation, Haryana State Industrial Development Corporation (HSIDC) Timber trail Resort, Nolta Health Resort, Dara Studio, Reliance Bulk drugs Ltd., Venus remedies Ltd., Spice Communications* and many more figuring in its spectrum of clients.
Implementation Schedule

- **First Phase**
  The first phase will be functional by April - May 2009. The facility will have more than 500 workstations with all common facilities and services.

- **Second Phase**
  The second phase will be fully operational by September - October 2009. The facility will possess additional 800 to 1000 workstations. It will hold a capacity of 1250 to 1500 workstations in aggregate.
GOOGLE EARTH ADDRESS:
http://maps.google.com/maps?f=q&hl=en&geocode=&q=IT+PARK+CHANDIGARH&ie=UTF8&ll=30.727044,76.846061&spn=0.003671,0.006866&t=h&z=17
Side View

GOOGLE EARTH ADDRESS:
http://maps.google.com/maps?f=q&hl=en&geocode=&q=IT+PARK+CHANDIGARH&ie=UTF8&ll=30.727044,76.846061&spn=0.003671,0.006866&t=h&z=17
Appendix A

AREA & ZONING DETAILS:
• Plot Area : **1.50 acres**: 6071.48 sq mts OR **65352.87 sq ft.**
• Wide roads in front : **30.48 mts.** OR 100 ft.
• Covered Areas :
  - **Lower Basement**: 2715 sq mts OR 29224 sq ft.
  - **Upper Basement**: 2491.8 sq mts OR 26821.5 sq ft.
  - **Ground floor**: 2227.29 sq mts OR 23974.35 sq ft.
  - **First floor**: 2047.79 sq mts OR 22042.23 sq ft.
  - **Second floor**: 1970.60 sq mts OR 21211.36 sq ft.
  - **Third floor**: 1395.62 sq mts OR 15022.33 sq ft.
  - **Fourth floor**: 1395.62 sq mts OR 15022.33 sq ft.
  - **Fifth floor**: 147.35 sq mts OR 1586.06 sq ft.
  - **Guard Box**: 11.16 sq mts OR 120.125 sq ft.

PROJECT HIGHLIGHTS:
• Site Area : **1.50 acres**: 6071.48 sq mts : **65352.87 sq ft.**
• Built-up Area : **7799.81 sq mt.** : **83956.45 sq ft.**
• Floors : Ground floor + 3 Levels + 2 Basements.
• Open Area in Front : 15 mt. : **49.21 ft.**
• Open Area in Sides : 8 mt. : **26.25 ft.**
• Open Area in Rear : 10 mt. : **32.80 ft.**
• Roof Height : 3.89 ft. on each floor : 12.76 ft. on each floor
• Roof Design : Flat slab

PARKING:
• Parking for cars : **400-500 Cars**
• Green area : 165 sq mt. : 1776.05 sq ft.
• Water Body : 33.05 sq mt. : 355.75 sq ft.

AMENITIES:

• Lifts : 3 nos. (each of 10 persons)
• Cafeteria : 387 sq mt. : 4185.64 sq ft
• Ladies and Gents : 3 nos. sets on each floor
  Toilet
• Staircase : 3 nos.
• Reception : 1 no.
• Entrances : 1 no.
• Indoor Games : 1 Hall
• Gymnasium : 1 no.
• Separate passenger and service elevators
• Modern fire detection and restraint systems with sprinklers.
• Fire and smoke detectors

PROVISIONS:

• Fire fighting
• Air Conditioning
• 100% Power Back up.
• Mains Power Supply
• State of the Art IT Infrastructure (Data Centre, Networking, IT security, Connectivity, Telecommunication equipments)

AERIAL DISTANCES:

• Airport : 10 km
• Chandigarh Railway station : 3 km
• Bus stand (17 sector) : 8 km
• City Centre : 8 km
• Mohali city : 15 km
• Panchkula city : 3 km