info News

Infogain UK
Maximizing Infogain's Global Presence

IN THIS ISSUE

From the Desk of Robert Godlonton

Infogain United Kingdom is entering the second fiscal quarter having made significant changes, which have aligned us more with the corporate vision and strategy. We have had some serious challenges over the last nine months, yet through the commitment and dedication of our employees, we have managed to over come these challenges. Our employees are showing the passion and dedication to make it happen.

In the last quarter we have started to reap the benefits of this hard work. We have seen significant revenue from our major accounts, Marks & Spencer Financial Services, Business Link's, Virgin Mobile, and Orange. The number of contractors that we have used to deliver this revenue however has diluted the quarter profitability. Again, this is a challenge that we are working on to over come.

The next quarter is key for us in maintaining the revenue targets. To achieve this we ALL have to SELL, SELL, & SELL to grow the business and to increase our revenues here in the United Kingdom. This means that we have to increase our market share. In the United Kingdom this year, it is predicted that the private sector software and services business will decrease by around 25% for the year, with the overall sector becoming flat due to increase spending in the public sector.

Robert Godlonton- Director, Sales and Marketing and EMEA Operations

To meet these challenges, we have developed a series of unique services solutions that will enable everyone to sell into foundation and new accounts. These are solutions that we know that Infogain has a unique selling proposition, and there are very few or no competitors in that space. (For More On These Solutions See infocus on page 2) We will also continue to build brand awareness and our solutions for Infogain within specific target markets in the UK. We have begun to do this through a series of campaign's centred around our core competencies. At the same time, we are working on our marketing messages, as well as our marketing collateral. Jennifer Hall completes these tasks here in the UK, with support from Robert Kelly and the US team.

All of the above leads me to believe that Infogain UK is well positioned as a company to take on the challenges of the current economic climate, and to be more successful in the next few years. We have a great team of employees who are committed and passionate to working together to increase the revenues of the company and making Infogain UK a success and ultimately sharing in everyone's success. ∎

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Nicole Gutierrez, Lisa Ayala, Sachin Rajpal

infocus

Infogain UK Update

BY ROBERT GODLONTON

Thank you to the editorial team for the opportunity to fill you in on what's happening at Infogain UK. Although the UK is sometimes known as "blighty" because of the grey weather, we have had a superb summer -as some of you whom have visited us can testify. As the summer draws to a close, and people get back into the swing of things, we are beginning to see the economy recover, and increased activity in the market.

Since the merger of Global Technologies and Infogain in the UK, we have strived to align ourselves more and more with the corporate vision and strategy. You may, however, wonder what solutions we offer our prospects and clients here in the UK.

The three main areas that we focus on here in the UK are Application Integration (TIBCO), Business Intelligence (Netezza, Ab Initio), and the PeopleSoft solutions. Within each of these solutions, we are looking to underpin the revenue stream, with application management work. Over time, these solutions will evolve, and we will continue to work with the US to align our strategy with that of the corporation.

I would like to take this opportunity to provide you with a bit more insight on each of the solution areas, and on some of the people that make Infogain UK tick. As we all know in our business, it is the people who are our most important asset. It is the sales people who drive new business, and the consultants who deliver this business. Not to forget the operations people who are key to making everything work in our organizations.

Application Integration (TIBCO)

The Application Integration team has the most successful track record in the UK in terms of consistent quarterly revenue. The team is headed by Mangesh Mahale, and currently focuses on the TIBCO product suite.

Virgin Mobile

The success of the Application Integration team is built on the work that we do at Virgin Mobile (UK mobile telephone provider) and is driven by our Virgin Mobile Account Executive, Ian Hillyard.

Infogain UK was initially asked to implement a small proof of concept to demonstrate the integration of Virgin Mobile's CRM product POINT with the TIBCO middleware bus. Following the success of this initiative, we were then given responsibility for the design and development of the entire solution, which included integrating the CRM system and the new billing system using TIBCO middleware.

Infogain followed this up with a fully scoped deliverable plan to achieve Virgin Mobile's requirements. TIBCO Adapters were developed to implement connectivity of applications, databases and file systems using the common middleware architecture.

This project was deemed a success, and we have successfully transitioned into doing application management for Virgin Mobile for the solutions we delivered.

We are now in the process of completing their next major project on their TIBCO bus, called Value Added Services. More information on this project will be issued with the go-live notice in early October. This project is proving to be extremely successful due to our team going that extra mile with support from the IDC team, that are here in the UK working with our team.

Future

Lately we have been able to improve our partnership with TIBCO, which in the future will allow us to target their existing clients with our application management solution. This partnership should allow us to "have the first bite of the cherry on new deals". We are also working closely with Rakesh Gupta and his team to ensure we are aligning ourselves with the overall company view on new solutions in the Application Integration space.

Financial Management Solutions (FMS)

Michael Christoforou heads the Financial Management Solutions practice that focuses on the PeopleSoft Financial Management suite of products and Hyperon's budgeting and planning modules. As you will have seen from the go – live reports, they have been instrumental in delivering two On Time/On Budget implementations in the last few months.

Projects

The projects are broken down as follows, and cover the following Phase 1 deliverables for both customer's:

- Marks & Spencer Financial Services – Accounts Payable, Purchasing, 'Shadow' General Ledger. This was rolled out to over 350 users.
- Business Link for London – General Ledger, Accounts Payable, Accounts Receivable and Billing. This is being rolled out to about 15 users and went live in August 2003

There are on-going discussions with both clients with respect to Phase 2+ work and also application maintenance. In August we won our first application maintenance deal for FMS at Marks & Spencer Financial Services, where we will be supporting them through to the end of March 2004. We will also be looking to extend this into a full-blown, dual shore application maintenance deal next year after the completion of the Phase 2 implementation.

(from the field)

SALES HIGHLIGHTS

New Win: Orange UK
Infogain Team and Contributors: Gary Butler, Saleem Akbar, Steve Proctor, Robert Godlonton, Stuart Rogers, and Hilary Damant

Orange UK, a member company of Orange SA, holds a market leadership position in mobile communications in the UK. Orange SA is one of the world's largest mobile communications companies, with operations in 18 countries across Europe and beyond. Orange UK concluded a BI deal with Netezza Corporation, with Infogain playing a major part in the introduction of Netezza technology into the Orange Group. We closely partnered with Netezza throughout the sales cycle, and have been selected as the System Integrator for this deal.

The two Netezza Appliances being implemented, NPS8200 and a NPS8400, represent a total user data storage capacity in excess of 10TB. Given this deal, Orange has now acquired the foundation to re-build their Call Detail Record Data Warehouse, which is critical to support their future planned growth.

Teamed together, Infogain and Netezza demonstrated to Orange, through a comprehensive Proof of Concept, a compelling price performance – in some cases we were able to execute reports 800 times faster than our competition. The competition on this opportunity was Teradata and IBM-DB2EEE. A lot of hard work went into winning this deal, including the great efforts of Saleem Akbar and Steve Proctor during the POC, and tremendous support from Robert Godlonton and Stuart Rogers during the sales cycle. Our on-site implementation team will be Hilary Damant (Project Manager), Steve Proctor (Tech Lead), and Saleem Akbar (Developer).

This deal is significant in a strategic sense, and offers Infogain the opportunity to establish itself as a domain leader in the BI-appliance space. Congratulations to the UK team for such a great win!

New Win: SERENA Software, Inc.- Clarify Upgrade
Infogain Team and Contributors: Kim Cheadle, Chris Castleman, Ashok Gupta

SERENA Software, Inc. is the Enterprise Change Management (ECM) industry leader. For over twenty years Serena has focused exclusively on providing application change management solutions to the world's leading enterprises. Serena leads the way in ECM by providing a single point of control to manage software code and Web content changes throughout the enterprise, from the mainframe to the Web. Infogain has worked with Serena Software over the past year on a number of engagements, including a small lead management process design and a requirements definition/business process mapping for their Pivotal application. Recently, we have continued to extend our relationship with them with a new project to complete a Clarify upgrade and enhanced email functionality.

Kim Cheadle

PROJECT SPOTLIGHT

Virgin Mobile
BY MANGESH MAHALE

Overview
Virgin Mobile is the fifth largest mobile network and the first virtual network operator in the UK (it uses network bandwidth rented from one of the other big players, T-Mobile). Since its launch less than four years ago, it has continued to break performance records, and currently has around 3 million customers. So far in 2003, it has outclassed every other network by attracting more new customers than the other top four mobile companies in the UK combined.

Virgin Mobile has brought innovative ideas to the UK mobile market, such as scrapping peak call rates, introducing a daily discounting tariff, bringing in integrated MP3 mobile phones, and offering customers a content-rich portal.

Client Objectives
Virgin Mobile's old architecture was based on a number of systems that provided discrete business functionality (such as CRM, order processing, sales ledger, payment management, billing, etc.). To support end-to-end business processes, a number of point-to-point interfaces had been built between these systems. This approach allowed Virgin Mobile to 'go to market' fast, but the architecture was turning out to be a hindrance for the company's longer-term strategic plans, such as the introduction of new channels to market, and providing new mobile services, broadband capabilities, and additional self-service channels.

The strategic objective at Virgin Mobile is to replace these point-to-point integrations with a middleware layer in the system architecture that would provide a robust and secure set of interfaces to standardized business and system processes to be accessible by all channels (Web, Customer Centre, mobile-device, etc.).

Enter Infogain
In May last year, Infogain was initially asked to implement a small proof of concept at Virgin Mobile to demonstrate its TIBCO capabilities. Following the success of this initiative, we were then given responsibility for low-level design and development of the entire solution, which included integrating the billing system and CRM systems using TIBCO middleware.

(from the field)

SALES, MARKETING & ALLIANCE NEWS

The Web Team of Infogain –Providing impetus to the Customer Focus

BY INDRAJIT CHATTOPADHYAY

Infogain is growing, not only with constant velocity but also with constant acceleration. The introduction of the Infogain Web Team is to help meet the objective of keeping Infogain firmly in its track, while at the same time helping to maintain its accelerated growth. Our team's objectives are not only to present the developing face of the organization, but also to actively contribute towards the customer centric focus through regular and relevant information.

The team will not only add to the capability of Infogain's globally present marketing force to identify and capture new business, but also help them to provide a robust support system to reap the benefits of communication with

(Left to Right - Paras Tandon, Sachin Rajpal, Indrajit Chattopadhyay, Saubhik Mandal)
S.R. Krishnan not pictured

our external and internal customers. All Infogainers can now look forward to seeing continual updates to our company web site, which presents the cutting edge capabilities that Infogain, offers.

The web team plans to work to serve the prospective customers, as well as to meet the demands of our existing and internal customers. We plan not only to attract prospective customers by timely presentation of our capabilities and marketing campaigns, but also to provide vital inputs to the marketing team through usable information about the prospects to help them increase business. The team will be the backend support system for the marketing team and aspires to create the communication hub for both existing customers and employees.

The Web team, comprising of Indrajit Chattopadhyay, Sachin Rajpal, and S.R. Krishnan, has the right recipe of domain expertise, design excellence, and programming knowledge. We invite active participation from all Infogainers to continue, as they are happening now, to enable us to relay a company centric message. We look forward to hearing from all of you in the time to come! ∎

Practice Update

UK BI Practice Update
BY GARY BUTLER - CHIEF TECHNOLOGY OFFICER

An effective System Integration practice comprises of various elements – identifiable business value, an effective and appropriately skilled team to deliver that value, and strategic technology. Putting these pieces in place within the European BI practice is not an overnight task, however the good news is that we are progressing well with our efforts to establish these three elements. Combining these elements successfully creates a differentiation that is hard to beat.

Our technology focus in the BI practice is Netezza and Ab Initio. We are examining current presentation technology to complete our offering. With Netezza, we have an infrastructure platform that provides high-end decision support scalability and unparalleled performance. Ab Initio compliments Netezza given its high volume capability. Using Ab Initio we are in a position to move data in and out of the storage infrastructure quickly, deploy effective data quality strategies, and populate end-user marts and cubes. Selecting a presentation platform, such as Business Objects, Hyperion, or Cognos, will complete our technology focus. In the opening paragraph the reference was made to "strategic technology". That reference is to our ability to leverage our relationship with the technology vendor in a way that helps create an overall differentiation relative to our competitors.

The value of this technology combination is wasted without the right team. Relevant experience, domain and technical expertise, and attitude are all important. We are growing a team that has all those attributes. Attitude is the most important, in particular the willingness to go out there and simply get things done. Our experience with positive attitude is that it is accompanied by professionalism. Today the team consists of Steve Proctor, Garry Coombe, Ian Richardson, Hilary Damant, and Ian Firmstone. While the team is still small (but growing), we are well prepared to tackle the task ahead. Mention should be made of Saleem Akbar whom we borrowed from the EAI practice to help out on the Orange Netezza project; he did a fabulous job. In the future we plan to grow the team, having all members comfortable with all tiers of technology. We are particularly strong in program and project management, a strength that certainly adds to our delivery capability.

infoIDC

Revamping the Internal Training Schema at IDC

BY PARAG ARORA, TRAINING MANAGER, IDC

In the ever-changing and fast-paced field of Information Technology, it is imperative to keep the IT skills of our employees up to date. The need for training is vital for any organization to remain competitive in the international market, and to be proactive in both the technical and commercial segments. At the IDC, training is imperative because we are an SEI-CMM level 4 certified company; ongoing internal and external trainings for employees are requisites for an SEI-CMM certified organization.

Parag Arora

Of late, the IDC lacked a regular training schema in which relevant and required training could be imparted to one and all. In the absence of an ongoing and planned training program there was lack of consistency. While some employees received the required 15 days of annual training, others could receive only three to four days of training, which was insufficient. Moreover, many of the domains in which training was required remained untapped due to lack of planning and appropriate utilization of resources or inability to bring external resources into play. The solution for bridging this gap and imparting the right mix of technical, behavioral, and quality trainings lay in revamping the IDC's internal training department.

At IDC, the training department's objective is to improve productivity and to enhance the skill sets of Infogainers by providing diverse training. With this aim in mind, a process has been set in place to help with the implementation of the new training plan. As per the QMS prescribed methodology, the training department circulates the Training Need Identification form (TNI form) to all employees. The employees fill in the form and forward it to their respective supervisors who then make further recommendations on individual training requirements. This information is sent to the training manager who consolidates the entire data and holds discussions with the practice directors to ascertain training requirements for different projects. Similarly, the trainings based on business needs are discussed with top management. A training plan is prepared for each quarter, and the employees can decide to partake in a training session as advised by their supervisors, or as best suits them.

The new training plan at IDC encompasses these domains:
- Technical Training comprising of Unix, C, C++, Java, PeopleSoft, Informatica, LoadRunner, Quick Test Professional, XML, MS Project, Vantive, Clarify, Siebel, UML, TIBCO, Network Security, CISCO, PERL, and WinRunner.
- Behavioral Training includes Business Communication and Presentation Skills, Team Building and Motivation, Stress Management, U.S. Cultural Orientation.
- Quality Training and Process Training covers Testing, Review Techniques, Configuration Management, QMS and CMM Awareness, Project Planning and Tracking, and Metrics.

With the new training plan in place, the IDC is all set to avail the benefits of regular employee training, such as higher retention rate and greater motivation amongst employees, which will lead to higher productivity. Training also imparts greater awareness amongst employees about technologies used and business issues

Project Profile

NIKON-Merlin 1.0
The Beginning of an Enduring Nikon-Infogain Relationship
BY DEEPAK SHARMA

Business Challenge

Nikon Precision Inc. (NPI) is a leading developer and manufacturer of advanced optical and precision equipment used in semiconductor and liquid crystal display (LCD) fabrication, inspection, and measurement. Nikon also makes visual imaging products including cameras, microscopes, binoculars, and surveying instruments. With its strong and long-standing customer relationships, global brand recognition, and technical expertise, Nikon maintains its leadership position through an emphasis on cutting-edge research and development, and its ability to adapt products to meet the fast changing needs of customers.

(Left to right: Ritu Sharma, Vineet Verma, Deepak Sharma, Vijay Sharma, Sandeep Taneja)

The Project at IDC
NIKON-Merlin PeopleSoft Field Service Implementation

Releases
Merlin 1.0 – Work in Progress
Senior Project Manager
Vijay Sharma

Current Team Structure
Five people led by Deepak Sharma, Project Leader

Service and repair of equipment is a critical part of Nikon's business. They have over 400 field service engineers (FSEs) and machine installers who address 40,000 unscheduled maintenance calls and 200 serious machine problems each year. The FSEs support an installed base of over 1000 machines at 25 customer sites that span four time zones. To support these operations, Nikon has initiated a project called Merlin.

Project Brief
Merlin will provide a centralized, event-based field service CRM system to capture information regarding tool problems, work performed, parts used, status changes, labor hours, and problem resolutions. Merlin will also provide the

info share

Infospeak

Performance Management Update

BY MEL ACLARO AND TERESA LAU

As you well know, Infogain launched the consultants' and directors' performance management program last June. This two-phased plan includes an initial rollout, with performance feedback given on individual skills in four domain areas: *Core Business and Interpersonal, Managerial, Functional* and, of course, *Technical Skills.*

In addition to a similar feedback format that is received by all consultants, each director has also received a "180-degree" feedback via a leadership survey completed by consultant and PM respondents over the web. As expected, we took the good with the bad and, unequivocally, the directors hailed the resulting feedback as offering valuable insight for continued development. And that's what it's all about, right?

Appliances...where is the business solution?

BY GARY BUTLER, CHIEF TECHNOLOGY OFFICER

Over the last year there has been a lot of activity surrounding Netezza, an early stage technology. The investment by Infogain (through Infogain UK) resulted in a significant deal with Orange UK, a member company of the France Telecom organization. This deal was the largest one to date for Netezza, and Infogain had a crucial role in the pre-sales effort and we continue to drive the post-sale implementation.

Birthday with Strangers

BY SAUGATA PRAMANIK

We celebrated our son's sixth birthday at Vindhyachal, that is a small town in northern India. We have an ancestral garden house there, which overlooks Ganges in the north and Vindhya ranges in the south. Most of the people in this town live below the poverty line. Although some of them live on farming, they are unable to meet their two ends daily. Their children are undernourished and illiterate. We decided to surprise our son with

Town Children help Saugata son's celebrate his birthday

recipe of the month

Alpine Strawberry and Chocolate Roulade

Chef of the Month: Yvonne Foord

" This is a fat free, low carb dessert....if you believe that you will believe anything!!!"

Prep and cook time: 30 minutes to 1 hour

Serves: 4

Ingredients:

175g Deluxe Belgian Continental dark chocolate
6 large size eggs, separated
175g caster sugar, plus a little extra to dust
250g tub alpine strawberry mascarpone
2-3 x 15ml spoons double cream
2 x 15ml spoons icing sugar

Method:

Preheat the oven to 180°C, 350°F, Gas Mark 4.

Base line a 28cm x 38cm Swiss roll tin with baking parchment.

Break up the chocolate in a small bowl and combine with 150ml water. Place the bowl over a saucepan of simmering water and melt. Once melted set to one side.

Place the egg yolks in a bowl with the caster sugar and beat with an electric whisk until light and creamy. Gradually add in the warm chocolate liquid and mix until combined.

In another bowl, whisk the egg whites until they just hold soft peaks. Beat a quarter of the egg whites into the chocolate mixture to loosen it. Then carefully fold in the remainder with a large metal spoon. Pour into the prepared tin.

Cook for 25 minutes or until a crust develops and when pressed with the fingertips the sponge springs back.

Allow the roulade to cool a little in the tin, then turn onto a cling-film lined damp tea towel and roll up from the long side. Refrigerate for 6 hours or overnight.

In a bowl combine the mascarpone with the cream to make a loose mixture. Remove the cling-film and cloth from the roulade, unroll and turn onto a lightly dusted (with a little caster sugar) sheet of grease-proof paper. Cut 5mm off the two sides of the roulade to neaten.

Spread the filling over the roulade and roll up tightly from the long side, using the grease-proof paper to help. Transfer to a serving dish.

employee Corner

employee**profile**

Meet Teresa Lau

Hello! This is Teresa Lau in Human Resources at Infogain US. Don't worry - I will not bore you with any 401k, medical, dental, disability, or new hire information. And for now, I am not providing answers regarding background checks, COBRA, educational assistance, flexible spending accounts, head count reports, relocation, stock options, or polices and procedures. Whew! Did I hear a collective sigh of relief?

I was asked to write the Employee Profile article. So here I am. I joined Infogain in October 1997. Working at a technology company was a departure from the media industry, where my education and background were concentrated. Previous to Infogain, I spent a decade working for a small television station in San Jose, California, where I was born and raised. While still attending college, I worked part-time, behind the scenes for newscasts, pushing studio cameras that were twice as big as me! After graduation, I was offered my first full-time job in the computer services department. I eventually worked my way into the HR department where I administered the company's payroll and benefits. Along with my regular day job, I wrote public service announcements and even produced a public affairs show. I was fortunate to do lots of fun gigs too, like voice work and walk-ons for commercials.

My favorite pastimes are spending precious moments with my husband and children, and being a beach bum on the tropical islands of Hawaii, preferably with a nice cool drink in one hand, sitting under a shady palm tree, gazing at the scintillating azure waters and feeling the gentle trade winds...oops. Didn't mean to digress. So if you want to know which is the best beach on the islands, send me an email. And if you need HR assistance, I'll happily provide those answers too.

George Deer
Age: 34

Recently got married on 29 May 2003 to Sally in St. Lucia. George has been an

George Deer

Let's Celebrate!

BIRTHS
Hillary and Pascal Baker had twins, Joseph and Niamh weighing in at 4lbs each, on September 15, 2003. Mother and babies are doing fine.

ANNIVERSARIES

Veronica Josefsberg	9 years
Hari Pendyalag	7 years
Ketan Gadre	7 years
Ankush Joshi	7 years
Ketan Gadre	6 Years
Rajani Shailender	6 Years
Teresa Lau	6 Years
Sona Shah	6 Years
Mangesh Mahale	5 Years
Vishal Sharma	5 Years
Simon Brooks	5 Years
Dean Alcock	5 Years
Steven Proctor	5 Years
Manish Gandhi	4 Years
Surenda Kumar Paty	4 Years
Greg Izon	4 Years
Raju Chiluvuri	4 Years
Srividya Thyagarajan	4 Years
Atul Kr.Gupta	3 Years
Prabhat Saxena	3 Years
Linga Reddy Boddam	3 Years
Prasanna Gopinath	3 Years
Pranav Shahi	3 Years
Madhavi Joglekar	3 Years
Yogesh Kapoor	3 Years
Shylesh Srikanta	3 Years
Kapil Rajpal	3 Years
Kristian Whittack	3 Years
Steve Earl	3 Years
Ashwani Mangy	3 Years
George Deer	3 Years
Braj Mohan	3 Years
Ian Richardson	3 Years
Manoj Kumar Singh	2 Years
Sushil Sharma	2 Years
Manoj Kumar Batra	2 Years
Chuni Lal	2 Years
Shradha Singh	2 Years
Ravi Kumar Srivastava	2 Years
Thilak Kumar Chintapanti	2 Years
Vijay Peter Simon	2 Years
Matthew Vorster	2 Years
Hemant Sharma	1 Year
Pramit Jain	1 Year
Shashi Mohan	1 Year
Ramki Krishnan	1 Year
Hursh Juneja	1 Year
Aaron Huey	1 Year
Yue Yao	1 Year

R.Mahalakshmi	1 Year
Raj Pal Jindal	1 Year
Dhiraj Agrawal	1 Year
Fahma Osman	1 Year
William Dudley-Owen	1 Year
Glen Coates	1 Year
Gary Butler	1 Year
Robert Godlonton	1 Year

NEW HIRES

IDC
Rahul Dev: Project Manager
Srinivas S. Yelwal: Project Leader
Ruchi Verma: Senior Software Engineer
Dinesh Gautam: Senior Software Engineer
Geeta Dahia: Senior Software Engineer
Nanak Singh Badwal: Project Leader
Vinay Kumar Sharma: Senior Software

UK
Garry Coombe: Senior Consultant
Osa Woghiren: IT Support Administrator

US
Alden Sprowles: Consultant
Subramanyam (Subu) Sankaramoorthy: Senior Project Manager
Girish Aravindakshan: Senior Consultant

infogainer's in the news

Linux in the Enterprise

Linux-based software development grows in popularity
As customers choose Linux as their IT platform, Indian software companies are seeing a corresponding growth in the demand for Linux-based software services

The surest way of tracking the popularity of a platform is to figure out how much development work is happening on it. And since Indian companies develop most of the world's software, what better way to gauge the popularity of Linux than to cast around in the local backwaters?

Express Computer spoke to a range of companies—small and large—to find out what percentage of their development work has shifted to Linux. Many of them reported that Linux now accounts for a significant percentage of development work and is clearly on an upward growth path.

> Since the developer community around free/open source software is very active on the Net, posting queries and getting help for the problems faced help organisations save on support costs, says, Vairamani Alagappan

Everyone's jumping in
At software giant Wipro Technologies, Rajesh Ram Mishra, vice president & business head, Embedded & Access Solutions Division, says, "Nearly 20 percent of our people at Wipro Technologies are using Linux and 15 percent of our work is being carried out on the platform. Any new product development is invariably on Linux as it can be customized for any requirement due to the availability of open source code. Although there may not be many products based on Linux, it is being widely used during the product development stage. There is freedom to scale and there is no need to be tied down to any particular proprietary system."

Mishra's colleague, Prabhu K V S R, group head of the Platforms Group at Wipro Technologies, adds that Linux-based software development is getting popular at Wipro Technologies. "We are using it widely in the embedded space. Within the embedded space, we are using it for set-top box development platforms, peripherals, routers and switches. Storage virtualization solutions on Linux are another area. We are designing next generation storage solutions using Linux."

Linux in the Enterprise
Prashant Prakash, founder and chief strategy officer of the Bangalore-based Netkraft says that software development on Linux has increased significantly at Netkraft in the last 2-3 years and constitutes 20 percent of their development activities.
"Customers have displayed interest in Linux as a viable alternative to Solaris and Windows enterprise servers, which is also reflected in the order composition in the last few quarters. In the case of large enterprise projects, we have seen Linux being considered as a serious alternative only during the last few quarters," says Prakash.

Some vendors report that customers themselves are now insisting on Linux. Sriman Narayan, chief technology officer, vMoksha Technologies says, "Customers today are concerned about price and Linux being an open source OS solves that problem. It is available on all Intel platforms. Many of our customers have now started using commercial Linux distributions such as Red Hat Linux." Around 25 percent of vMoksha's development work now centres around Linux, says Narayan

Popular Segments
The embedded solutions space is one market where Linux has neatly wedged itself. Aniruddha Banerjee, vice president, Sonata Software, says that while Linux accounts for 10 percent of Sonata's development work, the embedded space accounts for 50 percent, while 10 percent is enterprise software. A small percentage of work on Linux is related to PDAs. Banerjee says that the embedded market is the fastest growing market opportunity for Linux.

Sanjay Sahani, group project manager at HCL Technologies, explains why Linux is so popular in the embedded market. "For the development of embedded systems (including network routers, switches, networking equipment and mobile phones), the availability of Linux source code provides a significant advantage to the developer, since it gives the flexibility of incorporating just the required functionality, without any external dependency."

Linux as development platform
Interestingly, some companies use Linux as the development platform even though the application may finally be deployed on Solaris or AIX. "For our own development efforts we have found Linux a viable alternative to procuring costly platform licenses as compared with

PROJECT SPOTLIGHT (continued from page 3)

Virgin Mobile

Infogain's Approach

We initially scoped out the project requirements and created a list of acceptance criteria as a target list of key milestones to achieve over the time span of the project. These milestones drove the effort and concentration of the Infogain resources to achieve maximum benefit in the minimum time. By remaining flexible and adaptable to the client's needs, Infogain enabled the project to progress by not restricting the client to rigorous and time-consuming procedures. However, despite changes, we did not deflect from any agreed-upon deliverables and timescales.

Testing harnesses and procedures were initially created to enable regression testing and unit testing of components in isolation early on in the process. Each key component of the architecture was quickly proven in terms of technical capability whilst business and technical requirements were being resolved. A close working relationship was developed between VM and Infogain, which was absolutely crucial for the RAD-type approach that was used on this project. It enabled advice and direction to be imparted to VM whilst the business and technical design were being finalized.

Results

The billing project went live on July 14 of this year. Due to the effort put into quality, the go-live event was very smoothly – in fact, there were absolutely no disruptions to the business. This is something all projects should aim for!

The end result is a fully integrated technical solution. The customer service agents and Web users access one source of data – the billing system. All provisioning of services functionality is captured and kept current in real time through integration with T-Mobile. The EAI architecture has been built in such a manner that components are highly reusable, enabling the quick delivery of new business propositions at low cost.

The efficiency and improved functionality achieved as a result of this implementation has helped Virgin Mobile continue to provide the high quality service that it is known for. The ability to implement new business propositions quickly and at a low cost will help ensure that the Virgin Mobile brand stays far ahead of the competition.

 "The work Infogain has completed for us over the last year has allowed us to really move forward as an organization thanks to a sound, robust platform for planning future IT development. Infogain proved to have a flexible and intuitive approach to project management, which ensured that all major deadlines were met."
—*Jon Kandiah, IT Director*

The Reward

The conscious commitment to quality shown by the team that worked on the Virgin Mobile project is laudable. It has paid rich dividends as can be seen from the smooth 'go-live' transition.

Infogain has won an ongoing contract for support and maintenance of the Virgin Mobile's TIBCO systems – a clear indication that the client sees Infogain as a long-term partner. The total business conducted with Virgin Mobile so far is in excess of £2 million.

It was a great team effort to make this project the resounding success that it has been. The Virgin Mobile project was the first TIBCO project of this scale undertaken by the UK team. We had great support from our colleagues in both the U.S. and in the IDC – thanks guys! ∎

INFOSPEAK (continued from page 6)

Appliances...where is the business solution?

So besides selling a refrigerator-look-alike appliance and grabbing a piece of implementation work, what's in it for Infogain from a strategic point of view? After all, our focus should be to help enable the organization by leveraging technology to do better business and to thereby drive more revenue. How does a "refrigerator" do that? Well it doesn't. It doesn't matter how fast it scans a multi-billion-row table; without addressing a real business issue it is of little value.

Clearly the future of appliance technology is dependent on the appropriate and successful introduction of business solutions that extend the appliance beyond its current definition. This business solution extension can be either inter- or intra-appliance based. An inter-appliance based business solution is easier to develop, and by that fact less of a differentiator.

In my mind the true value-added approach to appliance-based business solutions lies down the path of intra-appliance extensions. What the heck is that? Intra-appliance extension involves taking a business vertical – for the sake of this article let's use Wireless Telco as an example – and embedding a business empathy into the appliance. (By the way, Wireless Telco is an ideal vertical to tackle when we're dealing with a large volume data appliance.) When I refer to a 'business empathy' I'm talking about extending the specific data type and business rules associated with a particular type of business so that the appliance, at a base level, understands the data and rules. Currently these appliances understand dates, numbers, and characters; they know the rules associated with those data types; date math, for example, which is subtracting two dates from one another. Imagine the impact if we extended that so the appliance understood what a Call Detail Record was and the billing rules associated with it.

Still not clear on how Infogain benefits from this? What type of company would be able to understand the particular business vertical and apply that knowledge to create the data definitions and business rules? You got it – us. It certainly is not the folks that assemble the appliances – they are a bunch of go-faster engineers with no aspiration to understanding business rules.

In the near future, very few companies will have the ability to envisage true appliance extension, let alone act effectively on it. The opportunity to differentiate ourselves as a company is presented before us – it is up to us to convert the opportunity into reality. ∎

INFOIDC (continued from page 5)

Revamping the Internal Training Schema at IDC

within the organization, which allow for greater mobility in moving from one project to another.

INFOIDC (continued from page 9)

Revamping the Internal Training Schema at IDC

The dependency of the organization on people with a specific skill set decreases as regular trainings are conducted on different technologies. Currently the training plan concentrates on internal trainings, but the next step is to encourage external trainings wherein professional organizations and experts in various domains will be called upon. As the adage reads – small steps lead to big leaps! ∎

INFOGAINER'S IN THE NEWS (continued from page 8)

Linux in the Enterprise

commercial versions of Unix," says Netkraft's Prakash. "We have developed solutions both ways; the more common approach has been to develop on Linux and later deploy on Solaris or AIX. Some of our product development customers expect portability across all Unix flavours, including Linux, for final deployment on platforms."

Sahani explains that for smaller projects the infrastructure cost, like OS, tools and hardware for development, could turn out to be significant part of the overall development cost. "In these cases development on Linux will be more cost-effective than development on alternative Unix platforms like Sun." However, in large projects of around 100 man months, the cost of hardware and software as a proportion of the overall development cost becomes quite insignificant, he says.

Narayan says that 90 percent of vMoksha's Linux-based software development is centred around the retail segment where customers are very price-conscious. Prakash corroborates this view. "We have seen instances where Linux has been considered as the platform of choice on the retail front, which is one of Netkraft's focus areas. Product development companies in this space, considering cost of ownership as a key issue, have shown clear preference for open source environments/platforms/components in general and Linux in particular. Linux often provides the right mix of scalability, cost and performance in most cases where retail chains are of small to medium size."

Narayan of vMoksha says that the foremost reason for the popularity of Linux is the low cost of operation. Secondly, the technology support for Linux has increased like never before. Thirdly, most third-party software is available on Linux (for instance, databases, application servers and middleware). Lastly, most large vendors like IBM are now associated with Linux."

Availability of manpower, development tools, support, etc, is another factor that drives the decision-making process. "There are no issues in terms of availability of manpower trained on Linux. GUI is also no longer an issue as platform-independent GUI tools are available. However, one issue is that of free tools being used on Linux, which at a later stage in the lifecycle may develop a major bug," says Sahani.
Vairamani Alagappan, project manager-Product Engineering Services, Infogain India says that the challenge faced by both end-user organisations as well as software consulting firms is knowledge retention as manpower turnover is very high.

Conclusion
At the end of the day, the consensus is that the choice of the platform, especially in the services space, is driven by customer

preferences. As an increasing number of customers choose Linux as the platform, the demand for Linux-based services is growing. In market segments like the embedded solutions space, where developers have more of a say in the choice of platform, the flexibility and freedom provided by the open source nature of Linux has won it many converts. ∎

INFOSPEAK (continued from page 6)

Performance Management Update

The initial rollout is on its way to completion, with all evaluators working to complete performance appraisals in September. Further, the transition for management of the program has officially been handed off to the department within which it rightly belongs – Human Resources. Teresa Lau has performed impressively to ensure that diligent tracking is maintained for performance appraisals received by each consultant. The program's success couldn't have gotten to where it is without her. Under the guidance of Phil Johnson, and liason assistance from Mel Aclaro, the performance management program will continue at Infogain – regardless of any speculation there may be about the impact of recent managerial changes.

But, it doesn't stop here.

A key part of the program is to implement the second piece. Here, the activity list is focused on standardizing expected proficiency levels within "peer groups." This basically entails defining positional boundaries by experiential level (e.g., Consultant, Senior Consultant, Principal, etc.) that correlate to years of experience.

Each position-level will then overlay with functional/technical specializations (e.g., technical track specializations, business track specializations, and, potentially, industry specializations at the higher Director-level positions, and so forth). The result is to have standardized Infogain-defined expected proficiency levels for each peer group. For example, if you're a Principal Consultant (or Senior Consultant, etc.) in, say, the "Technical Architect" track (or Business Analyst track, or what have you), you'll know specifically what the organization "believes" to be reasonable expectations of proficiency for each skill listed in your peer group.

Once the matrix above is defined, this then lays the foundation for linkages to – you got it – compensation ranges within each position/track peer group.

There's so much yet to do but, thanks to the feedback from many of you, and the diligent contributions of the executives, directors, and especially, Teresa Lau and Phil Johnson in Human Resources, Infogain's U.S. performance management program is off to a robust start and is looking forward to the second iteration in February/March 2004.

Rock on! ∎

INFOSPEAK (continued from page 6)

Birthday with Strangers

a bunch of new friends of his age during his birthday. We knew a few children staying in the neighborhood. We asked them to call

INFOSPEAK

Birthday with Strangers

their friends and have a party with my son. The message spread like a wild fire in the nearby two villages.

We expected around 30 children but were surprised by more than 60 children. We hired three local cooks for preparing food according to their tastes. We purchased birthday caps, goodies, and sweets for them from Kolkata (previously called Calcutta). We decorated the garden before the arrival of these little friends.

Our son knew none of them since he came to Vindhyachal when he was only 2 years old. The children laughed and clapped when we sang "Happy Birthday to you", perhaps without understanding the meaning of it. Finally they had a generous vegetarian meal that they long awaited for. Our son was so excited with this different experience that he started serving (drinking) water to these strangers. His sixth birthday will provide a sweet remembrance for these children. ■

SALES, MARKETING & ALLIANCE NEWS

UK BI Practice Update

Business value is the hardest of the three elements to evolve. Linked to the process of creating business value is one of identifying vertical markets to target and pursue. In Europe, we have identified our first vertical which unsurprisingly is wireless-telco. Given Infogain's experience with Virgin Mobile and Orange we are ideally placed to expand into new wireless-telco accounts. We are about to embark on an initiative to identify potential business solutions within the vertical; a solution that takes advantage of our selected technology layers and leverages our delivery capabilities in the IDC.

As of this writing, we are two weeks away from completing the majority of our deliverables on the Orange/Netezza project. In addition, we have started to engage with Orange (UK) on their Ab Initio projects. Earlier in the year we completed an Ab Initio engagement in Denmark. Looking ahead we are in active discussion with TNT and British Telecommunications. Early next year we plan to hold a joint marketing event with Netezza in London where we will have IT and business leaders attend.

A lot of work lies ahead for the team, however there is a well-deserved confidence within the team in our ability to aggressively grow the business and to do so by focusing on adding value to our customers business in a measurable manner. ■

EMPLOYEE PROFILE

George Deer

employee with Infogain UK since September 2000. Initially George was appointed to join the Integration team that focused on Tibco technology. Since then George has turned his hand to many projects and is currently working primarily in Tibco integration and Java development. George also has a major role with dual shore support (UK/IDC) of Virgin Mobile Middleware (Tibco).

George counts amongst his hobbies, DIY. Interests outside of

Infogain are music, pubs, and off-road motorcycling. We have recently started an employee of the month award scheme, George was one of the winners in July and receive a hand held PC. He is a popular member of the team and the award was well deserved.

Matthew Vorster

Age: 30
Married to Suzanne

Matthew fortunately came to Infogain UK through the acquisition with Global Technologies, in October last year. Matthew's role within Infogain is within the People Soft HR practice. Matthew was highly recognized by Global Home Loans for his professionalism and popularity whilst working on this project earlier this year. He is currently working in Chester training colleagues in PeopleSoft Financials at Marks and Spencer.

Matthew Vorster

Matthew's interests are canoeing, wind surfing, cricket, and any outdoors activities, altogether- a real action man!
Again Matthew was a very popular joint winner of our employee of the month award. He is one of the jokers in the pack, a very popular member of the team. He also received a hand held PC. ■

SALES HIGHLIGHTS

SERENA Software

The Clarify engagement is within a different business function with in Serena - Support, further validating that our successes there have been well received. Our previous projects there involved work with the Marketing and Sales functions on a Pivotal project, so this new initiative is a segue into a new business unit, as well as into a new application. This opportunity was identified when Chris Castleman overheard the IT director in a panic over Amdocs discontinuing their maintenance contract on an older version of Clarify. They originally thought they wanted to do it themselves, but quickly learned they did not have the skill and or bandwidth- and that is when they called Infogain! With the assistance of Ashok Gupta, whom did a great job in the pre-sales mode, and proposing dual shore pricing, which made us quite competitive, we were able to successfully land the project. This project embarked on August 25th, and has a potential upside for some additional integration work. Let's Congratulate the team on their great win in continuing to extend a valuable partnership!

 PACIFIC LIFE **New Win:** Pacific Life- Clarify Implementation
Infogain Team and
Contributors: Subhash Solanki, Ashok Gupta, Rajiv Munshi

Pacific Life provides life and health insurance products, individual annuities, mutual funds, group employee benefits, and offers to individuals, businesses, and pension plans a variety of investment products and services. Over the past six years, the company has grown from the 20th to the 15th largest life insurance company in the nation. Infogain has worked with Pacific Life over the last few years, with several varying projects. Many of

Chris Bunn

SALES HIGHLIGHTS (continued from page 11)

Pacific Life- Clarify Implementation

these projects are currently on-going engagements with the client. Our latest win at Pacific Life involves implementing a new version of Clarify for the Corporate Help Desk. This engagement is centered on helping the company gain more functionality with Service Level Agreements. We will be involved with the full design, development, testing, and training of the system.

   This project further establishes the strong relationship we have developed with Pacific Life, as demonstrated by our continued ability to succeed there. The clarify work will most likely lead to implementing further user groups, and other related project work. Let's applaud the team for continuing to expand Infogain's rewarding relationship with Pacific Life!

MARKS & SPENCER

New Win: Marks and Spencer and Business Link for London
Contributors: Michael Christoforou, Richard Lucy, Dean Alcock, Deinde Johnson, Tim Corkindale, Matthew Vorster, Mike Cawood, Manish Verma, Glen Coates, William Dudley-Owen, Tim Corkindale

Infogain's PeopleSoft Financials Team, complete the second and third successful go-lives of 2003 in a matter of days!

On Monday, August 18, 2003, the Infogain Financials Team working at Marks & Spencer Money (name change following a re-branding launch on 1st September 2003) successfully went live with PeopleSoft 8.4 Financials modules Accounts Payable, Purchasing, eProcurement, and Shadow General Ledger (i.e. enough of General

(Left to right : Tim Corkindale, Mike Christoforou, Dean Alcock, Richard Lucy (contractor), Robert Godlonton, Mike Cawood (contractor), Stuart Rogers.)

Ledger to enable the other modules to function.) This was the culmination of Phase 1 at Marks & Spencer Money, which involved rolling out these applications to over 350 users, and replaced very manual Word, Excel, and paper based processes within the purchasing function. This centralized system, with automated workflow approvals and email notifications, will be the backbone of an internal cost reduction and efficiency drive.

The team, which was headed by Michael Christoforou, comprised of:
Richard Lucy – Lead Functional Consultant
Dean Alcock – Functional Consultant
Deinde Johnson – Lead Technical Consultant
Tim Corkindale – Technical Consultant
Matthew Vorster – Trainer
Mike Cawood – Trainer

Two days after this go-live, the PeopleSoft Financials Team also successfully went live at Business Link for London, a government sponsored and funded agency. This implementation was again a PeopleSoft Financials 8.4 implementation, of General Ledger, Accounts Payable, Accounts Receivable, and Billing.

This was part of a role out of PeopleSoft applications, including CRM across the organization, in an attempt to streamline and improve internal process, as the basis for an intended rapid expansion of their business.

The team, which was again headed up by Michael Christoforou, comprised: -

Manish Verma – Lead Functional Consultant
Glen Coates - Functional Consultant
William Dudley-Owen – Functional Consultant
Tim Corkindale – Technical Consultant

A great big well done to both teams and for the FASTtrac implementation methodology which again proves that the Infogain PeopleSoft Financials Team can deliver cost effective solutions to our clients, and once more highlights the teams "Can Do and Will Do" attitude. ■

PROJECT PROFILE (continued from page 5)

NIKON-Merlin 1.0

infrastructure for corporate-wide viewing of shared service data including installed base and customer and NSR service history, and it will facilitate nationwide shared learning. In addition, the service department will be able to generate reliable reports and performance metrics for departmental management. Merlin will drive change in the NPI service organization as we move from a dispersed group of independent databases that track FSE activity to a robust, centralized database capturing events in near-real time.

   NPI has purchased PeopleSoft to manage and support this initiative. NPI has expressed a desire to keep customizations to a minimum but has identified a number of requirements that may require customization. PeopleSoft will be deployed in a multi phase approach:

- Phase 1: (Already completed by Infogain) A two-week validation of the existing project scope.
- Phase 2: To follow immediately. Deployment of as much out-of-box functionality as possible; Infogain will provide a revised approach and cost estimate for this phase of the Merlin project.

PROJECT PROFILE (continued from page 12)

NIKON-Merlin 1.0

Objectives

The objective of the Merlin project is to provide the foundation and tools for Nikon's continuous improvement program. Merlin will help NPI identify issues and opportunities, provide quantifiable goals, and measure performance consistently across the organization. Merlin will help NPI drive improvement in employee effectiveness and efficiency, and improve MTTR, MTBF, machine availability, reduce labor costs, and enhance customer satisfaction. The ability to capture and view centralized data will support Service Management in improving operational efficiency. Improved tracking of billable activity will increase service revenues. As a centralized, common tracking system, Merlin will drive compliance to standardized processes, nationwide.

Infogain's Solution

Our approach to a successful PeopleSoft Field Service solution for NPI begins with a clear understanding of NPI services' detailed requirements, delivery expectations, and preferences for how we will work together during the Merlin project.

The **Assessment/Validation phase** has helped Infogain further understand and validate each of NPI's PeopleSoft Field Service implementation requirements. The **Solution Design phase** includes creating a solution architecture; building the specification of the technical environment for doing build and test, defining security between the NPI site and our IDC facility; and defining how we will jointly manage the development and test environments, PeopleSoft systems administration support, systems configuration, reference data definition, etc. Towards the end of this phase we will conduct a **Configuration Review** with the Merlin team. Additionally, Use Cases are documented and reviewed to define Use Cases testing.

Following the Solution Design phase, Infogain will begin the iterative **Detailed Design/Build/Test phase**, wherein for each of the Customization Requests (CRs), workflows, reports, and queries identified for this phase an Impact Analysis (IA) document is created, written either by the IDC team or client site consultants, depending on defined ownership. Once edits are made and IA documents are signed off, development will commence on each CR. After unit testing the results will be reviewed by an onsite Infogain CR owner to further validate the quality of the work. The QA steps inherent in the iterative process will ensure the highest quality of results.

The Assessment/Validation phase has helped Infogain further understand and validate each of NPI's PeopleSoft Field Service implementation requirements. The Solution Design phase includes creating a solution architecture; building the specification of the technical environment for doing build and test, defining security between the NPI site and our IDC facility; and defining how we will jointly manage the development and test environments, PeopleSoft systems administration support, systems configuration, reference data definition, etc. Towards the end of this phase we will conduct a Configuration Review with the Merlin team. Additionally, Use Cases are documented and reviewed to define Use Cases testing.

Following the Solution Design phase, Infogain will begin the iterative Detailed Design/Build/Test phase, wherein for each of the Customization Requests (CRs), workflows, reports, and queries identified for this phase an Impact Analysis (IA) document is

created, written either by the IDC team or client site consultants, depending on defined ownership. Once edits are made and IA documents are signed off, development will commence on each CR. After unit testing the results will be reviewed by an onsite Infogain CR owner to further validate the quality of the work. The QA steps inherent in the iterative process will ensure the highest quality of results.

The NPI service business analysts will be fully engaged in defining test cases and performance metrics during the Systems Test and initial Performance Test phase. The NPI service core team will drive the UAT phase with the rest of the Merlin project team providing support.

NPI service would like to first deploy new PeopleSoft functionality at its headquarters and onsite during the **Trial-Production phase**. Infogain will help plan and support any activities necessary for a successful trial, including training of IT staff and training of trainers. For this phase, NPI service and Infogain will create a plan for scheduling, issues tracking, resolution and escalation, and change management of Trail Production and full production deployments. It is intended to use the Trial-Production as a model for deploying to the remaining 24 facilities in the U.S. Additional functionality and reporting requirements identified within the Trial-Production will be reviewed and prioritized to determine if more development effort will be required prior to deploying to the remainder of the field.

Highlights of the Ongoing Project (Merlin 1.0)

1) Solution design will include features such as Environment Definition and Setup, Configuration Review Workshop, implement capability for FSEs to update via the Web, and implementation of PeopleSoft out-of-box security structure that controls access to information according to Nikon' requirements.
2) Parts/material procurement and visibility.
3) Workflow for key processes including escalation, notification and post mortem, and scheduled and unscheduled maintenance.
4) Custom queries for the identified work/process flows are included. Any additional custom queries will be specified and quoted during the assessment phase.
5) Interface development from Oracle system created Excel files to PeopleSoft Tables, like Product Master on Oracle, customer data, sites, employees, installed machines, and entitlements (contracts).
6) Materials preparation and training delivery for train-the-trainer, NPI management, IT staff, system administration, and end-user system training. Nikon will provide end use training requiring FSE domain expertise.

Benefits

Infogain's partnership with Nikon reflects great value enhancement for the company, and the addition of another PeopleSoft CRM implementation to Infogain's portfolio. With this project Infogain will have an increased and more efficient internal development staff and will eventually enjoy improved visibility in the market, leading to better business opportunity. With respect to Nikon, Infogain's dual-shore model reduces risks by allowing the onsite team to proceed with activities such as Configuration Review, Testing and Training, and Trial-Production, while development continues concurrently, as necessary. Infogain seeks to contribute to a more satisfied customer base by creating overall cost efficiencies and delivering quality services. ■

INFOCUS (continued from page 2)

Infogain UK Update

Future

To generate new business, we are working closely with the PeopleSoft and Hyperion Sales Account Executives on the following initiatives:

- New business opportunities, whereby we work with the Account Executive to find and close new deals, which means licence revenue for them and professional services for us
- Existing client related business in terms of upgrades and additional licence purchases and related implementation services from Infogain

Human Capital Management Solutions (HCM)

Lisa Dorey heads this solution area, which focuses on PeopleSoft's Human Capital Management software. Within this practice, we have been very specific on the solution that we take to market, centring around the employee self service applications. These applications enable companies to deploy their HCM solutions out to their employee base, via web-based solutions. The solutions are as follows:

- eProfile
- eCompensation
- eRecruit

Projects

This year, we completed the successful implementation of eProfile at Global Home Loans (http://www.infogain.com/news-june18-2003.jsp) and we are in the process of implementing at BUPA (one of the UK's largest private health care/insurance providers). We are also in process of signing our first Application Maintenance deal with a large law firm for the support of their PeopleSoft system.

One of the solutions that the team has built is an adaptor for PeopleSoft HCM and CRM, which is a solution that can save time, money, and headaches through a 360-degree view of employee/customer information & data. We are actively marketing this solution with IBM in the UK.

Customer Relationship Management

PeopleSoft CRM is a new area of expertise for Infogain UK, which again aligns us with the CRM solutions offered by Infogain in the US. At this stage we have a small team of consultants, however, we are planning to increase our capability on the CRM front. This will be driven by sales opportunities; to that end we have employed a new sales executive Pascal Baker. Pascal has several years of CRM experience, and will be targeting to large prospects in the Telco's sector, including Orange (PeopleSoft CRM) and British Telecommunications (Siebel).

Projects

This year saw the first CRM deal won in the UK and delivered by the team, with some assistance from the IDC, at Business Link Teesside (a government agency dedicated to assisting small

businesses). What makes this implementation even more significant was that we were the first site to go – live with PeopleSoft CRM 8.8. (http://www.infogain.com/news-july-07-2003.jsp).

Future

In the UK, Infogain is uniquely placed in the CRM space, as there are very few PeopleSoft Implementation partners who have CRM experience, and we will look to capitalize on this over the next year. Currently, on the CRM front we have several opportunities that we are working with the PeopleSoft sales team on closely.

Business Intelligence (Netezza, Ab Initio)

Business Intelligence in the UK at this stage is Netezza; we have made a decision to back this technology in conjunction with Ab Initio, which is a transaction load tool that enhances the Netezza solution.

Projects

As I am sure everyone is aware, Infogain UK was instrumental in assisting Netezza in closing their first deal here in Europe with Orange UK (see the press release for more details http://www.infogain.com/news-08-18-03.jsp). Gary Butler heads this team. (See Sales Highlights for more information)

Future

Building on our success at Orange, we are now looking to further promote our partnership with Netezza and develop new business opportunities in BI. Deepak Gupta, one of business development managers at Infogain UK, has been hard at work lining up prospects for Gary and David Kloc (Netezza) to close in the coming months. To date we have been talking with companies such as DHL, TNT, Debenhams, Dixon Sores Group, Barclaycard, and Teliasonera.

Operations

At Infogain UK, we have a strong operational team that we believe makes everyone's life that bit easier. Stuart Rogers heads up the operations team, as well as the delivery side of the business. The operations team includes Finance, HR, and administration. Fahma Osman is our financial accountant who is ably assisted by Yvonne. We have a new person, Osa Woghiren, whom is looking after our IT systems- so we are now looking forward to huge improvements on all fronts. Last but not least, Brigitte Howard who is responsible for everything and anything that no one else is prepared to take ownership for on may fronts!

We look forward to meeting you in time and making a significant contribution to the global Infogain Corporation in the coming months. If you have any questions about what we are doing, or if we can assist with a project you may be embarking on, please feel free to drop me an email.

Robert Godlonton
Infogain