

BITTS CAPABILITY STATEMENT

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***“Bringing business and ICT
together”***

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1.0 BITTS Capability Introduction

To effectively implement a business solution, successful understanding and integration against our customer's requirements are paramount.

BITTS understand that each of its customers have a unique business model. As a result, BITTS can adapt a complete solution to suit current circumstances. As BITTS customers needs grow or change, so too does the BITTS solution.

BITTS have a number of modules that are packaged to provide the ideal solution which can be delivered via a number of service delivery methods.

Those modules are aligned to BITTS focus on ICT, where BITTS will examine in each module both the IT and Telecommunications solution and determine for its Customers the best and most cost effective strategic blend.

It is this unique experience in ICT and the cross blending of IT and Telecommunication skills that enables BITTS to deliver a unique service with only our Customer's bias of the relevant technical solution being taken into account.

2.0 Network and IT Focus – Strategy, Audit and Testing

ICT means that solutions are no longer dependent on either an IT or a Telecommunications solution, our focus on both IT and Network strategy and audit means our solutions maximise the benefits offered by "Convergence".

2.1 Network and IT Strategy,

The Design and Implementation of "In-house" or "Outsourced" networks and options by reviewing:

- the business plans and direction together;
- the current network implementation and strategy;
- the Carrier network direction and offerings; and
- 3rd party added value solutions.

Implement using Project Management methodology including:

- developing a solution options report;

- high-level costing and schedule;
- preparing the business case;
- constructing the RFT; and
- supporting tender negotiations and award.

2.2 Network Audit, Configuration and Billing

Audit of Services and Equipment against:

- current topology; and
- Carrier and Third party Billing;

Specifically focusing on Carrier cost reduction options.

2.3 System Testing

Development of testing strategy, approach and scripts including:

- business analysis;
- building business requirements
- management of test teams;
- development of change control processes; and
- integration testing and documentation.

3.0 Project Management based on Methodologies

BITTS project management is based upon proven methodologies specifically Prince 2, BITTS has a focus on getting it right and delivering on time and on budget.

BITTS believe in a Program Office function and role when delivering multiple projects with a specific focus on reporting, standards and agreed processes.

3.1 Project Office & Project Management Methodology

End to end project management excellence by:

- establishing a Project Office;
- establishing of outsourcing account governance model;
- setting standards and processes for project management;
- establishing a common process, governance and reporting for all projects;
- establishing a monitoring or controlling project management office; and
- consolidating of reports and financials

3.2 Project Management of IT Infrastructure

Management of IT infrastructure projects using Customers or BITTS project management methodology.

BITTS Project Managers are responsible for delivering these systems integration projects to a specified budget and timeframe.

Project types include:

- Desktop SOE and server rollout;
- Application rollout with training;
- System Testing;
- Call centre implementation and upgrades;
- Network Implementation, Migration and upgrades;
- Data Centre construction;
- Microsoft products; and
- LAN/WAN;
- Hosting services (Email);
- VPN/VOIP/Network; and
- Security.

BITTS has a focus on Project status reporting which enables the client to have a snapshot view of the projects status at any one time, including budget details, issues control, risk control, plan progress and resourcing.

4.0 Contract Development and Service Management

BITTS considers effective contract management and service management as integral to managing the effective delivery of third party services. This means BITTS will support its customers in the development and negotiation of contracts, translate those deliverables into governance plans and if required establish infrastructure management governance processes around those deliverables.

4.1 Contract Development and Management

Contract development and management including:

- Negotiation
- Contract initiation
- Dispute resolution
- SLA and performance management
- Relationship management
- Vendor and supplier management
- Outsourcing contract management

4.2 Service and Infrastructure Management

Establish service and infrastructure management governance plans including:

- Program Technical management;
- Contract Performance management;
- Technical Transition management;
- Service Operations management;
- Project Controls management;
- Request For Service management;
- Contract Change management;
- Deliverables management;
- Customer Communications management;
- Customer Satisfaction management;
- Financial management;
- Business Controls management;
- Resource management;
- Supplier management;
- Program risk management;
- Program Issues governance processes.

5.0 Quality Management

BITTS has experience in quality processes and implementation, where we take a realistic approach of matching business needs to the most relevant implementation of a quality solution, experience includes:

- development of ISO9001 Business Management System;
- processes and procedures;
- ITIL Framework and its implications and implementation;
- benchmarking, SLA and KPI measurement and reviews;
- process development and improvement; and
- Disaster Recovery, Strategy and Planning.

6.0 HR and Recruitment

BITTS and its associates have many years experience in various industries including, Finance, Marketing, IT & Telecommunications markets and have a wide range of contacts and knowledge of business requirements and the matching of personnel to those requirements internationally.

BITTS's services include:

- Reviewing our customers business requirements;
- Understanding of HR strategies;
- Determining best cultural match;
- Developing contracting and permanent hire strategies;
- Understanding business outcomes and specific skill requirements;
- Benchmarking requirements against business outcomes;
- Determining skill spread required to match outcomes; and
- Conducting initial short listing and preparation of candidate reports.

7.0 Consulting and Advice

BITTS consulting and advice services focus on our internal and external customers, where we provide services to internal IT & T functions; we map our consulting advice against the organisational outcomes.

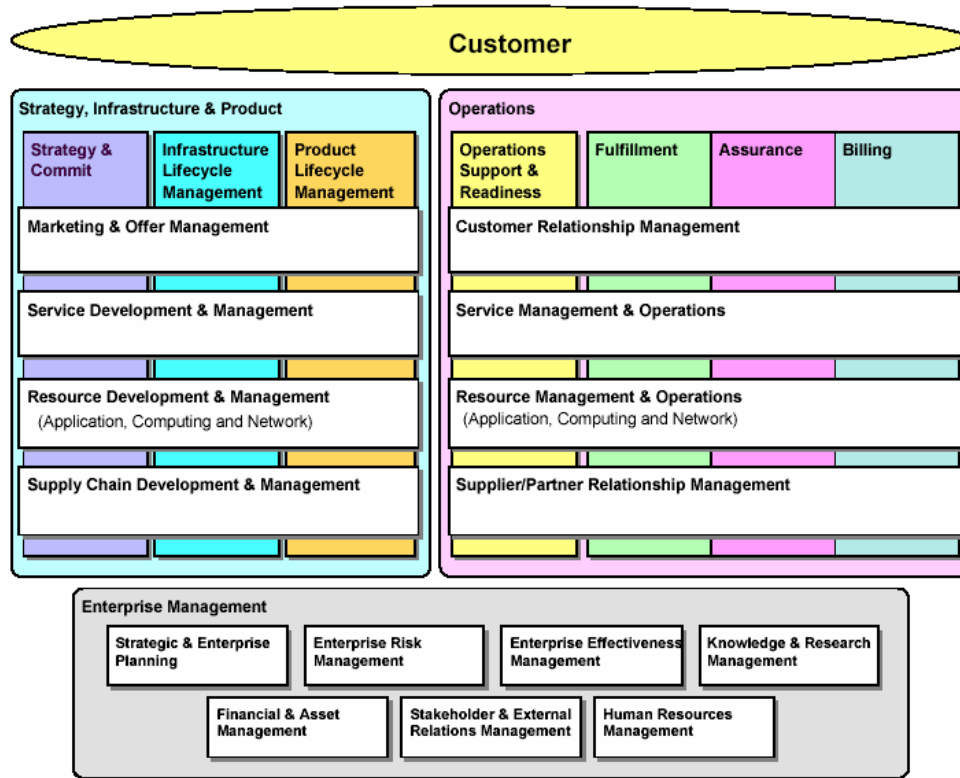
BITTS also provides consulting services in sales, marketing and product development.

BITTS customer focused consulting strategy has proven to be a successful methodology for internal organisations wishing to satisfy their stake holders and for companies wishing to improve their go to market propositions with their products.

7.1 General Strategic Advice

Supporting our Customers on a variety of IT and Telecommunications related issues and problems in the line with the BITTS consulting in line with our Consulting roadmap below, focusing on aligning outcomes with internal and external customer requirements including:

- Strategic and enterprise planning;
- Organisational structure review;
- Enterprise risk management;
- Enterprise effectiveness management;
- Knowledge and research management;
- Finance and asset management;
- Stakeholder and external relations management; and
- Human resources management.



7.2 Sales, Marketing and Product Strategic Planning

Develop go to market strategies in ICT by reviewing opportunities and projects aligned to core strategies, and providing the framework to develop workable go to market strategies from Identifying Opportunities, through to Commercialisation and finally Managing those market strategies in line with business requirements.

