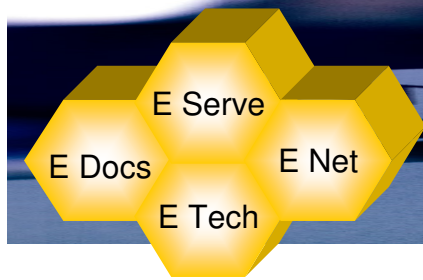




Managed Services Solutions

Managing Services in Real-Time with Total Control

Excellence in servicing leading edge technology



Introducing Managed Services

“Managed Services enable businesses to
outsource end-to-end service automation
using a unified service
delivery architecture to maintain
business assets at peak efficiency”

CEO, IndeServe Ltd



Target Market

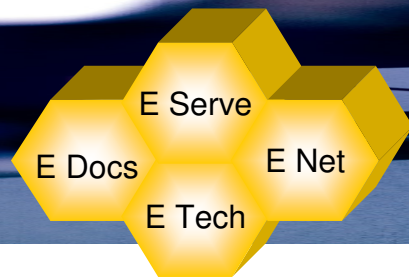
- Organisations seeking to lower their total cost of ownership of assets
- Organisations with service level agreements in-place on business critical assets
- Companies with high internal customer expectations
- Companies looking to improve external customer services
- An organisation with more than 50 service jobs a month



Managed Services Customer Value Proposition

- Allows focus on core activities
- Cuts cost of services up to 20%
- Lowers total cost of asset ownership
- Improves internal customer satisfaction
- Service Management best practices
- Better management of Service Levels
- Change management
- Root cause analysis





E Service Suite by IndeServe

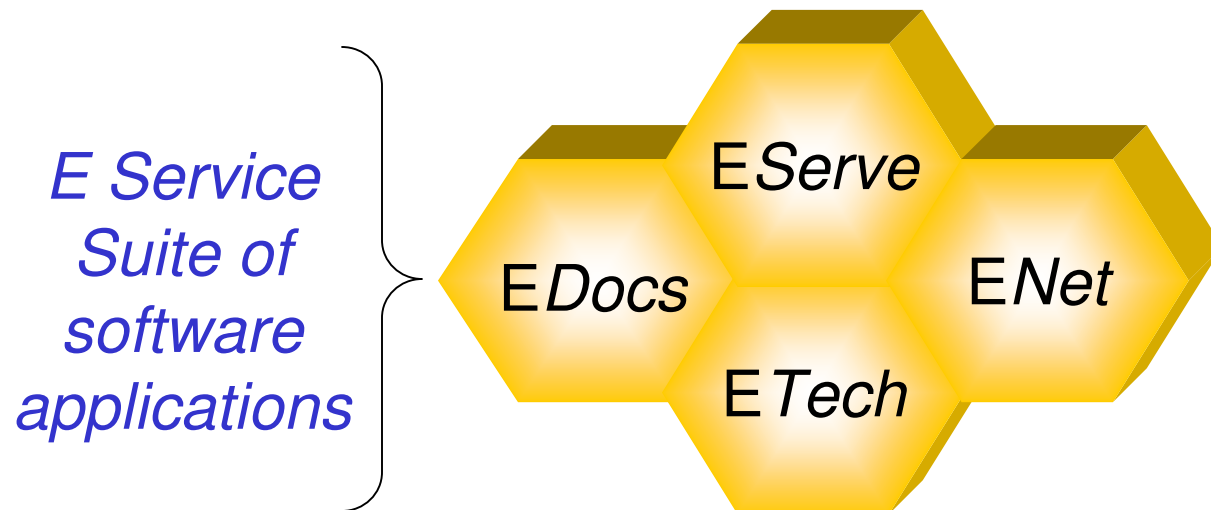
A collection of Internet-based software applications configured as an end-to-end “*request to completion*” service delivery system

- *Easy service ordering*
- *One place to call for all services*
- *24/7 service*
- *On line, real-time access to job information*
- *Frustration free! You can get on with your job!*



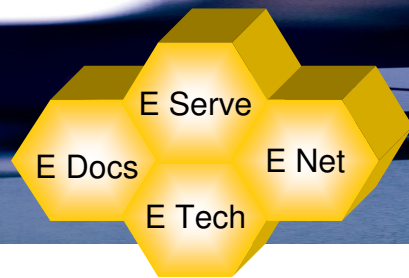
E Service Overview

E Service provides end-to-end service process automation using a unified architecture to access real-time job information



A scalable platform that can grow with your servicing needs





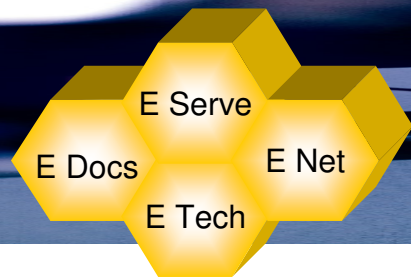
A New Service Paradigm

“E Service Suite combines the latest information technology and IndeServe’s unique new service processes to help businesses more efficiently procure services and manage assets.”

- More control over service and maintenance provisioning
- Better management of operating costs
- Facilitates correct asset purchasing

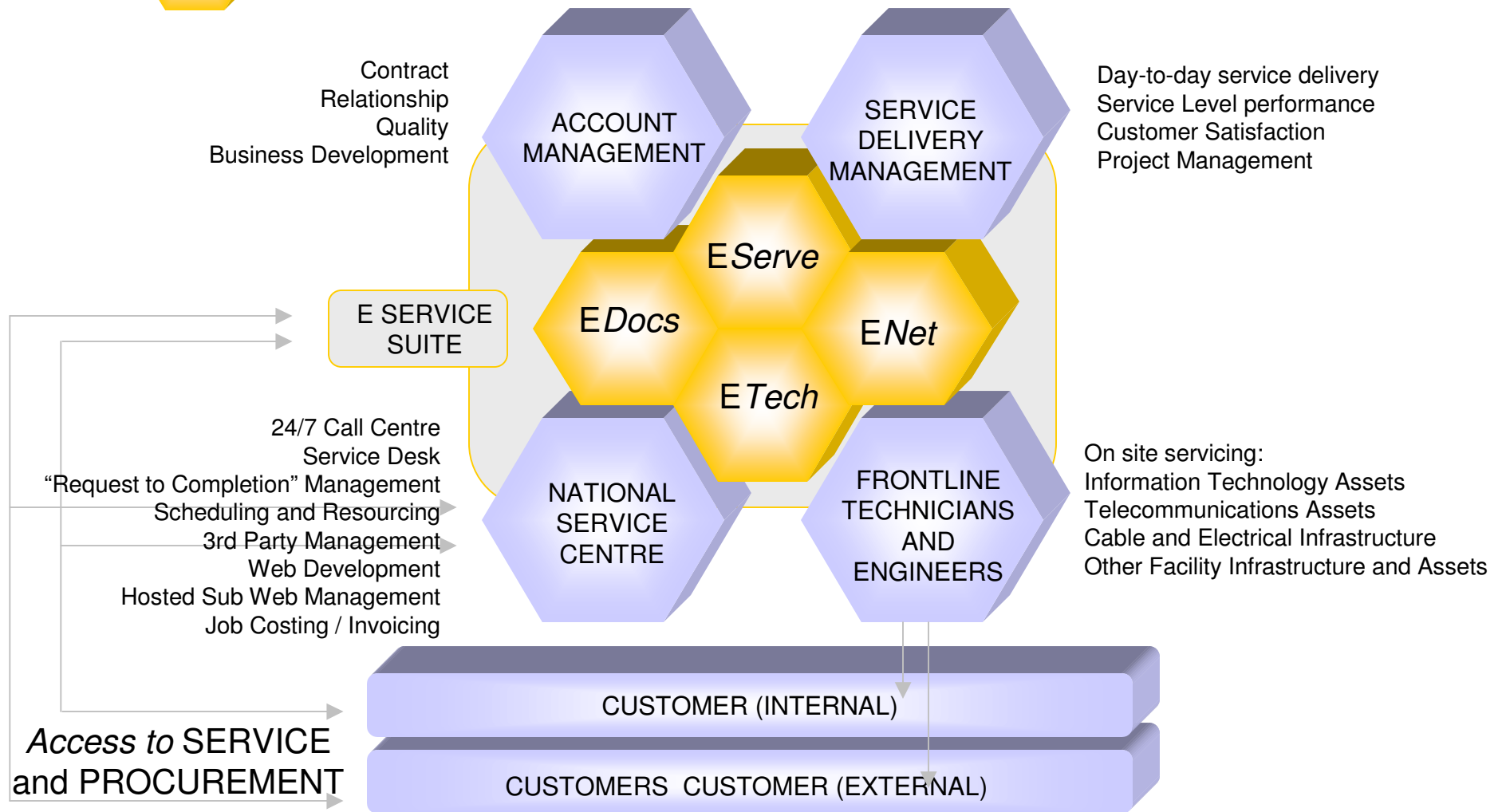
You can get current service performance metrics and other service-related information rolled up across departments, products and geographies.





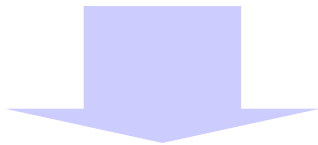
Managing Service Delivery

comprehensive service management



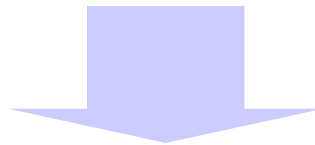
Benefits of E Service

External Spend



- ✓ Extends 'reach' of service contracts
- ✓ Reduces rogue services buying
- ✓ Enhances services analysis
- ✓ Improves management information

Transaction Costs



- ✓ Reduces service provider selection effort
- ✓ Automates workflow & approval of service requests
- ✓ Electronic service order transmission
- ✓ Automatic service order invoice matching

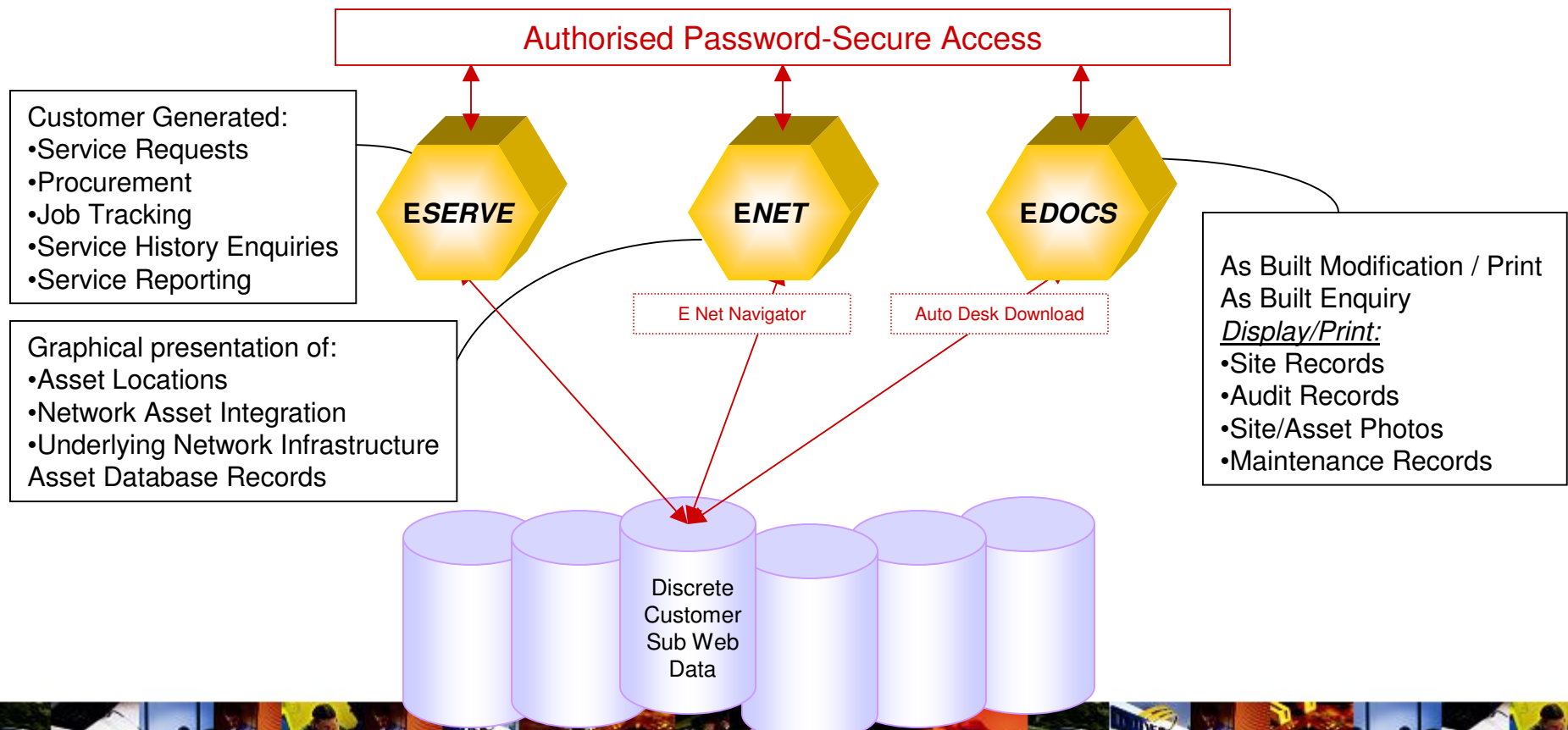
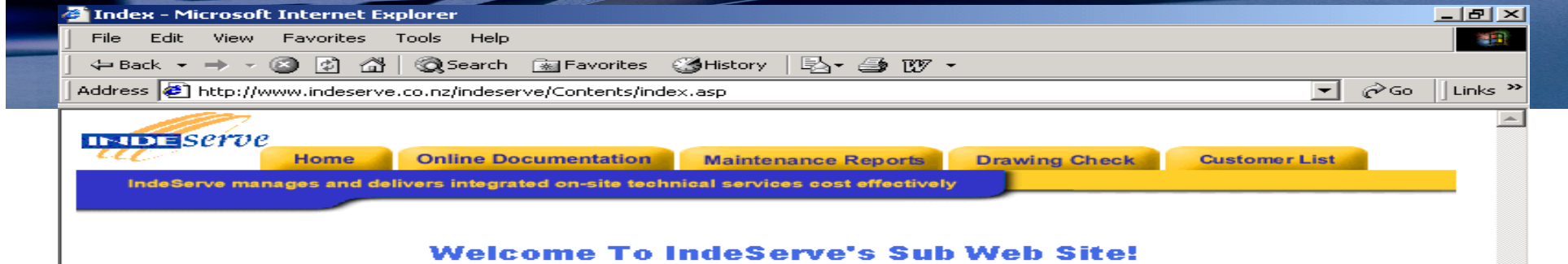
Other Benefits



- ✓ Managed online product & services inventory
- ✓ Improves service provider-buyer communication
- ✓ Reduces user training & support costs
- ✓ Facilitates Service Supply Chain Management



Customised E Service



E Service Supply Chain Management

E Service Procurement

Strategic Services

- ◆ Optimise total service provisioning costs
- ◆ Definitive service provider relationships and strategies

- ◆ Strategic service delivery partner
- ◆ Combined Product and Service's management
- ◆ Real-time service management
- ◆ Optimised costs of servicing processes and settlement
- ◆ Services analysis
- ◆ Relationship Transparency

Customer Benefits

- ◆ Strategic services sourcing for:
 - Consolidated group service provisioning
 - Communities of interest
- ◆ E Services web-based transaction engine
- ◆ Market reorganisation
 - ➔ **Integrated Internal Portals** (internal B2B Intranets & Extranets - IndeServe's Customer Sub-webs)
 - ➔ **Vertical** (by industry both direct and indirect materials and services)
 - ➔ **Horizontal Portals** (by geography or region across public and private sectors)



E Service Facilitates Service Supply Chain Management

Service SCM is the integration of processes to provide end-to-end service automation using a unified service delivery architecture. Successful implementation requires:

- Executive support, leadership and commitment to change
- A shift from managing individual services to integrating activities through processes
- Continuous information and electronic data interchanges
- A high level of trust and cooperation between user and supplier

E Procurement using E Service Suite is the catalyst for Service SCM implementation



New Managed Service Programs and Plans

Outsourced Services – you focus on core business

– Our offering is ***Managed Services Plans***

- Service management performed by **IndeServe**
- On-site service work carried out by **IndeServe**
- Service Management software provided by **IndeServe**

Out-tasked Services - the traditional approach

– Our offering is ***Service Plans***

- Service management performed by **your staff**
- On-site service work carried out by **IndeServe**
- Service Management software provided by **IndeServe**



Our Managed Services and Plans

Service Alliance

Help Desk

Service Desk

Facility Management Plan

Integrated Services Plan

Standard Services Plan

OUT
SOURCED

IN
SOURCED

Services centrally managed
Sales support function
Inbound customer contacts

Services centrally managed
Internal IT problem resolution

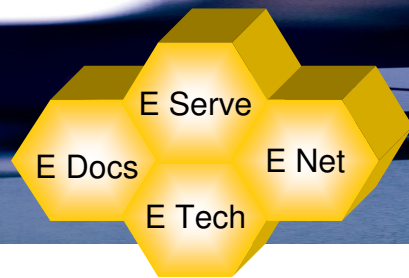
Full **E Service Suite +**
Service Desk Operator

EServe, EDocs, ENet

EServe, EDocs

EServe

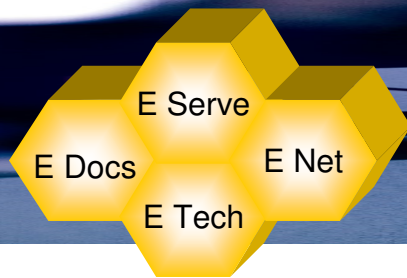




Managed Services Outcomes Required

- Low business risk
- No investment required
- Lower servicing costs
- Fast track implementation
- Future proof solution
- Operationally proven
- Demonstrated service provider commitment
- Previous relationship preferred
- Mitigate provider/technology traps
- Joint participation approach



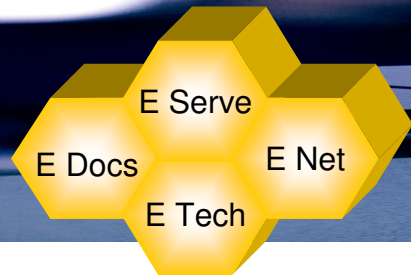


E Service Facilitates the Outcome

Low business risk
No investment required
Low operating cost
Fast track implementation
Future proof
Operationally proven
Demonstrated provider commitment
Previous relationship
Mitigate provider/technology traps
Seeking provider participation

- ✓ **E Service commercially proven**
- ✓ **E Service is operational**
- ✓ **Totally scaleable**
- ✓ **Open platform**
- ✓ **Service-centric**
- ✓ **100+ Customer service portals (25+ public sector)**
- ✓ **We have responded**





Our Value Proposition

- IndeServe is a leader in self-service Internet procurement
- IndeServe “request to completion” procurement model will fully integrate across the all departments and facilities
- E Services Suite interfaces with ERP, CRM and SCM
- IndeServe uniquely combines E Services with on-site service delivery
- Proven software applications used by 100+ corporates





Managed Services Solutions

IndeServe's goal is to be the leading
New Zealand provider of Internet-
based Business-to-Business service
solutions

Excellence in servicing leading edge technology