



Outsourced Service Models by IndeServe

<i>Service Model</i>	<i>Service Description</i>	<i>Annual Spend on Services</i>	<i>Number of Calls/Jobs</i>	<i>Value Added</i>	<i>IndeServe Product</i>	<i>Product Features</i>	<i>Pricing Model</i>
Outsourced	Outsourced Contact Centre includes customer calls and internal services	>\$1 million	>1000 jobs/month + minimum 5 operator positions	Highest	MS Suite + Helpdesk + Sales Support + Inbound Customer Contacts	All sales support, customer inbound contacts and services centrally managed includes internal services	Software license & management monthly fee + per call fee + negotiated rates + AM
Outsourced	Alliance Partner includes service and sales support	>\$1 million	>1000 jobs/month + minimum 3 operator positions	High	MS Suite + Helpdesk + Sales Support	All sales support and internal and customer services centrally managed	Software license & management monthly fee + negotiated rates + AM
Outsourced	Outsourced service centre + Helpdesk	>\$1 million	>250 jobs/month + minimum 2 operator positions	High	MS Suite + Helpdesk	All internal services centrally managed includes helpdesk	Software license & management monthly fee + negotiated rates + AM
Outsourced	Outsourced service management	>\$1 million	>250 jobs/month + minimum 1 operator position	High	MS Suite	All internal services centrally managed includes MRO	Software license & management monthly fee + negotiated rates + AM
Outsourced	Service Desk management	>\$500k	>250 jobs/month + minimum 1 operator position	High	MS Service Desk	All internal services centrally managed	Software license & management monthly fee + negotiated rate + AM s
Internally managed	Multi-sites, multi-services, projects and asset management	>\$250k	>50 jobs/month	Medium	Facilities Management Plan	Includes ServicePoint and E Docs	Fixed monthly fee + negotiated rates + AM
Internally managed	Multi-sites, multi-services and projects	>\$250k	>50 jobs/month	Medium	Integrated Services Plan	Includes ServicePoint, E Docs	Fixed monthly fee + negotiated rates + AM
Internally managed	Multi-sites, multi-services	>\$100k	>50 jobs/month	Medium	Dedicated sub-web site	Includes ServicePoint	Negotiated rates + Account Management
Internally managed	Multi-sites	>\$10k	>5 jobs/month	Low	Dedicated sub-web site	Includes ServicePoint	Standard hourly rate
Internally managed	Single location	>\$5k	>5 jobs/month	Low	Internet access	Use of "Service Order" form	Standard hourly rate
Internally managed	Single location	>\$1k	>1 job/month	Lowest	Telephone + fax	Call to IndeServe's National Service Centre	Standard hourly rate