



Double your competitive strength!



Miratech Mission:

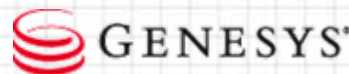
- **To deliver high tech services of exceptional quality to organizations around the globe**

Main Services:

- **Team Management Services (ODC)**
- **Application Development, Maintenance, Migration**
- **Turn-key Solutions and Professional Services (Genesys, Microsoft, other)**

- **Ukrainian oldest and one of the largest IT outsourcing services company**
- **Clients in Europe and North America including the USA, Canada, the UK, Germany, France, Belgium, Switzerland, the Netherlands, Luxembourg, Lithuania, Russia, Ukraine**
- **Serves Fortune 500 clients**
- **ISO 9001:2000 certified, CMM Level 3 software engineering organization**
- **Rational, Microsoft, CMU/SEI, IBM, Veritas, Cisco, Sun, Oracle certified personnel**

- **Headquarters in Kyiv, Ukraine**
- **Four software engineering facilities in Kyiv (2 locations), Kharkiv, and Odesa**
- **Owned by management until the end of 2007**
- **Since 2008, 60.1% of shares are under control of EDB, 39.9% are owned by 2 top managers**



Industry:

- **Customer Relationship and Contact Center management solutions**



Geography:

- **US, UK**

Volumes:

- **100 full-time Miratech engineers work on Genesys projects**

Scope of cooperation:

- **Cross-department and cross-functional IT service delivery, covering software development, software testing, product technical support, information systems support**

Genesys Market Position:

- **30% market share in Contact Center solutions**
- **Global leader in Customer Interaction Management solutions**
- **The world's #1 provider of contact center software**
- **A wholly owned subsidiary of Alcatel**
- **More than 2700 customers in 80 countries, more than 100 million customer interactions every day powered by Genesys platforms**

The Delivery Challenges:

- **Lack of qualified workforce**
- **High costs to search, recruit, train, and retain engineers in California**
- **Large and increased bench of development and research project**

Requirements to Vendor:

- **Operations in low cost geography in Eastern Europe**
- **Strong project management and high organization ramp up capability**
- **Senior management commitment to customer success**

Why Miratech:

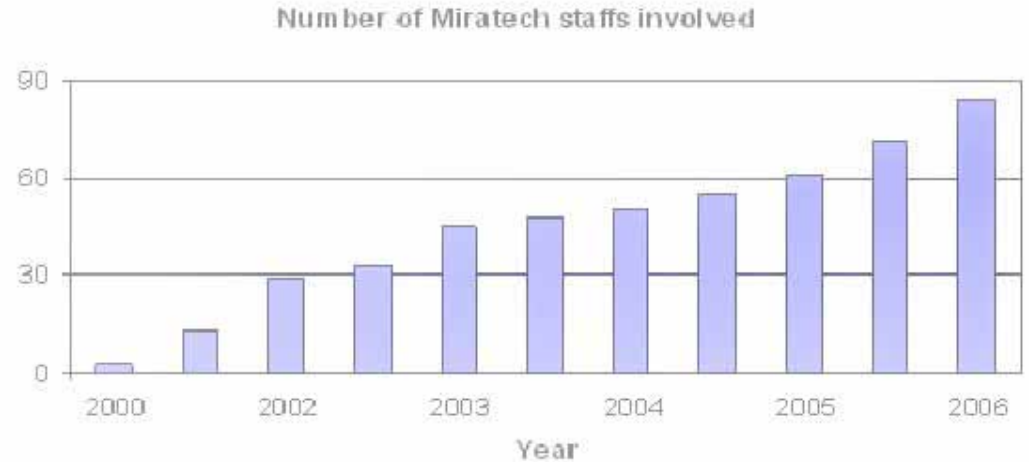
- **Stable history and positive image on the market**
- **Western style corporate culture**
- **English as an internal language of communications**
- **Excellent access to qualified workforce**
- **Customer orientation, adherence to high quality standards**

Partnership Evolution:

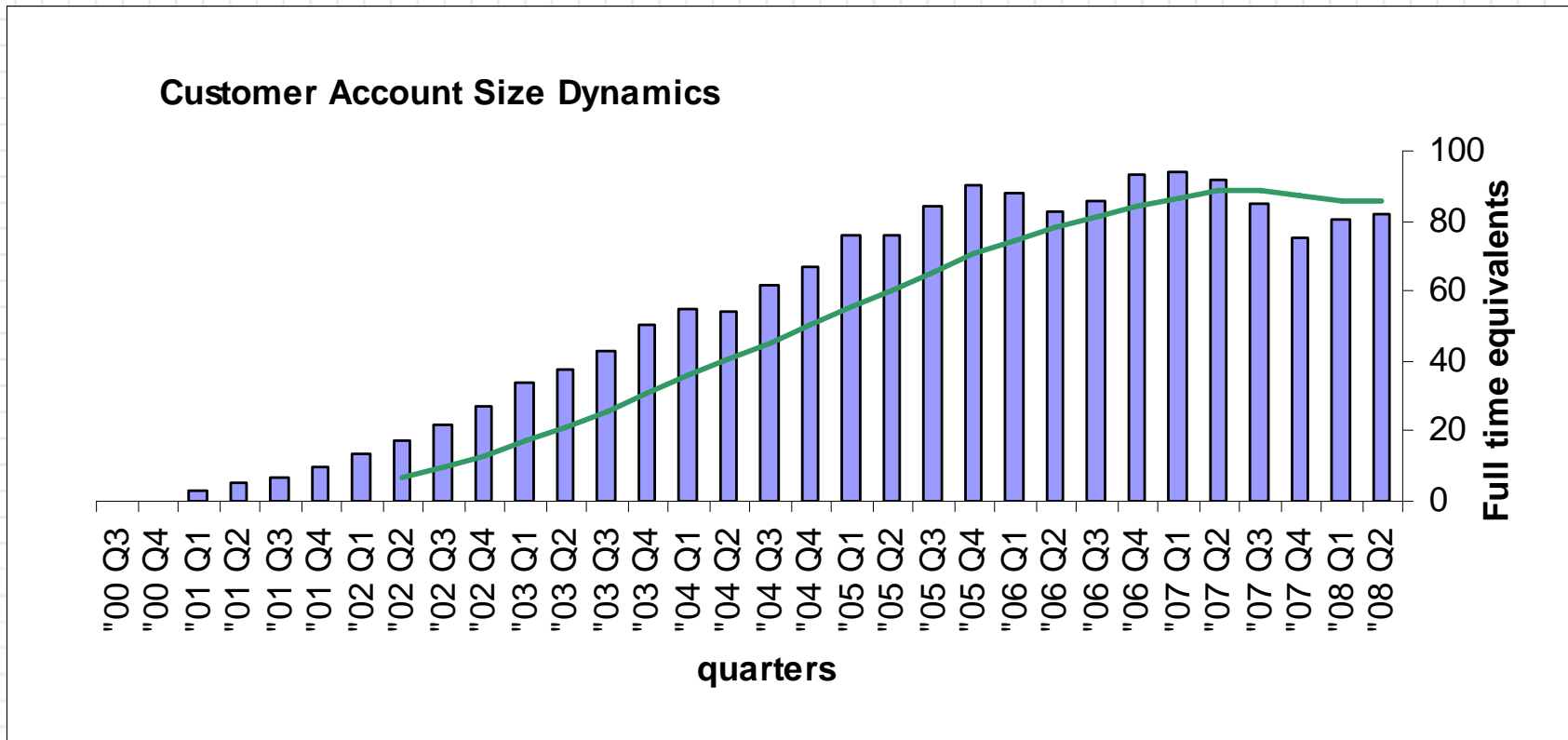
- **Started in late 2000**
 - **Started with 3 people**
 - **Grew to 100**
- over the period of 5 years**

Results:

- **An ongoing and evolving multimillion partnership**
- **Accumulatively hundreds of project releases delivered**
- **Combined 402 men years or 92,000 men hours of service delivered from Ukraine**
- **Approximately 9.3 MUSD of savings in Genesys operations**

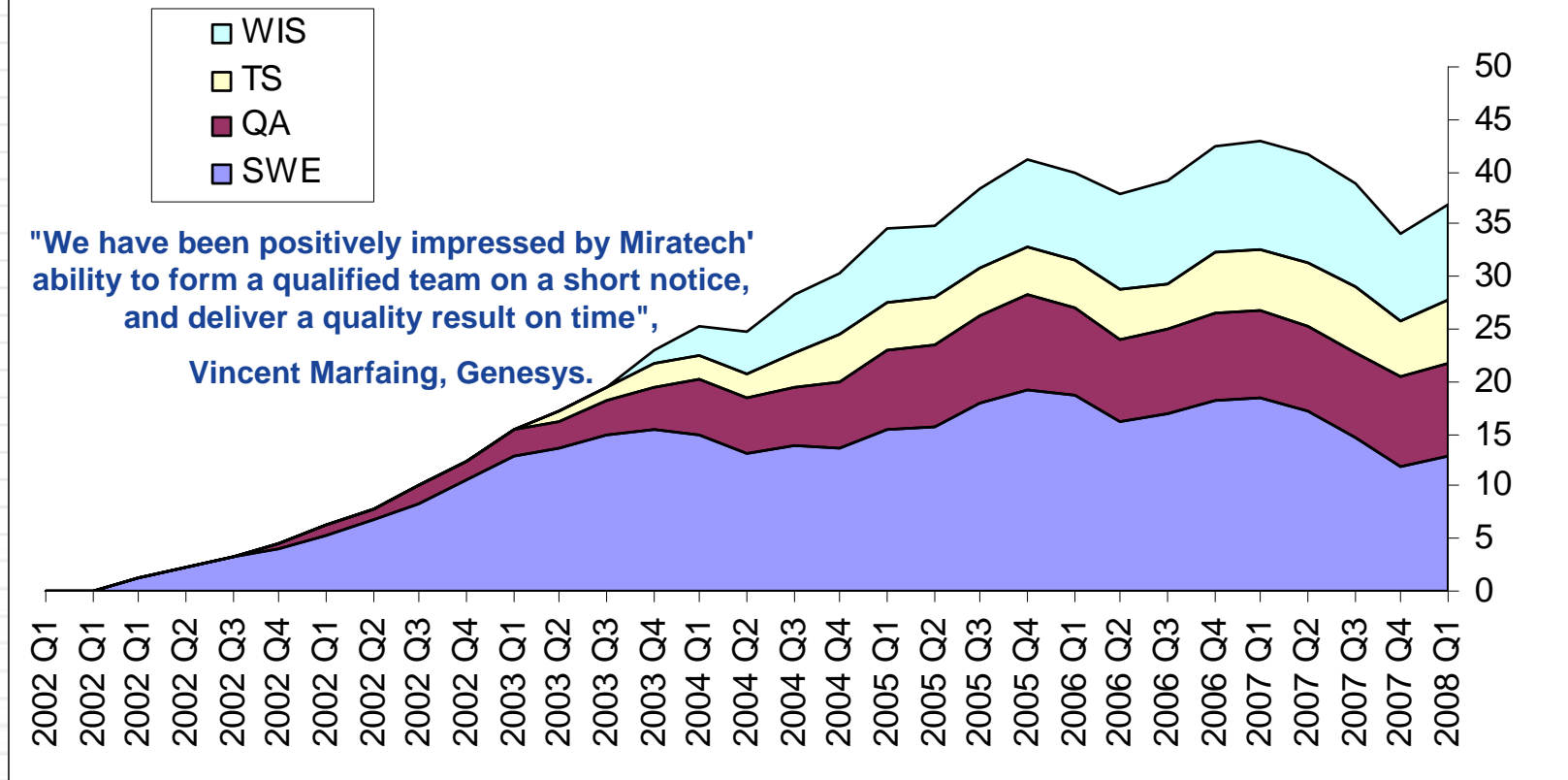


- outsourcing volumes and relationship become mature by end of 2004
- 1st wave: 2004 Q2 decline in headcount resumes with growth in 2004 Q3
- 2nd wave: 2006 Q1 decline in headcount resumes with growth in 2006 Q3
- 3rd wave: 2007 Q2 decline in headcount resumes with growth in 2008 Q1

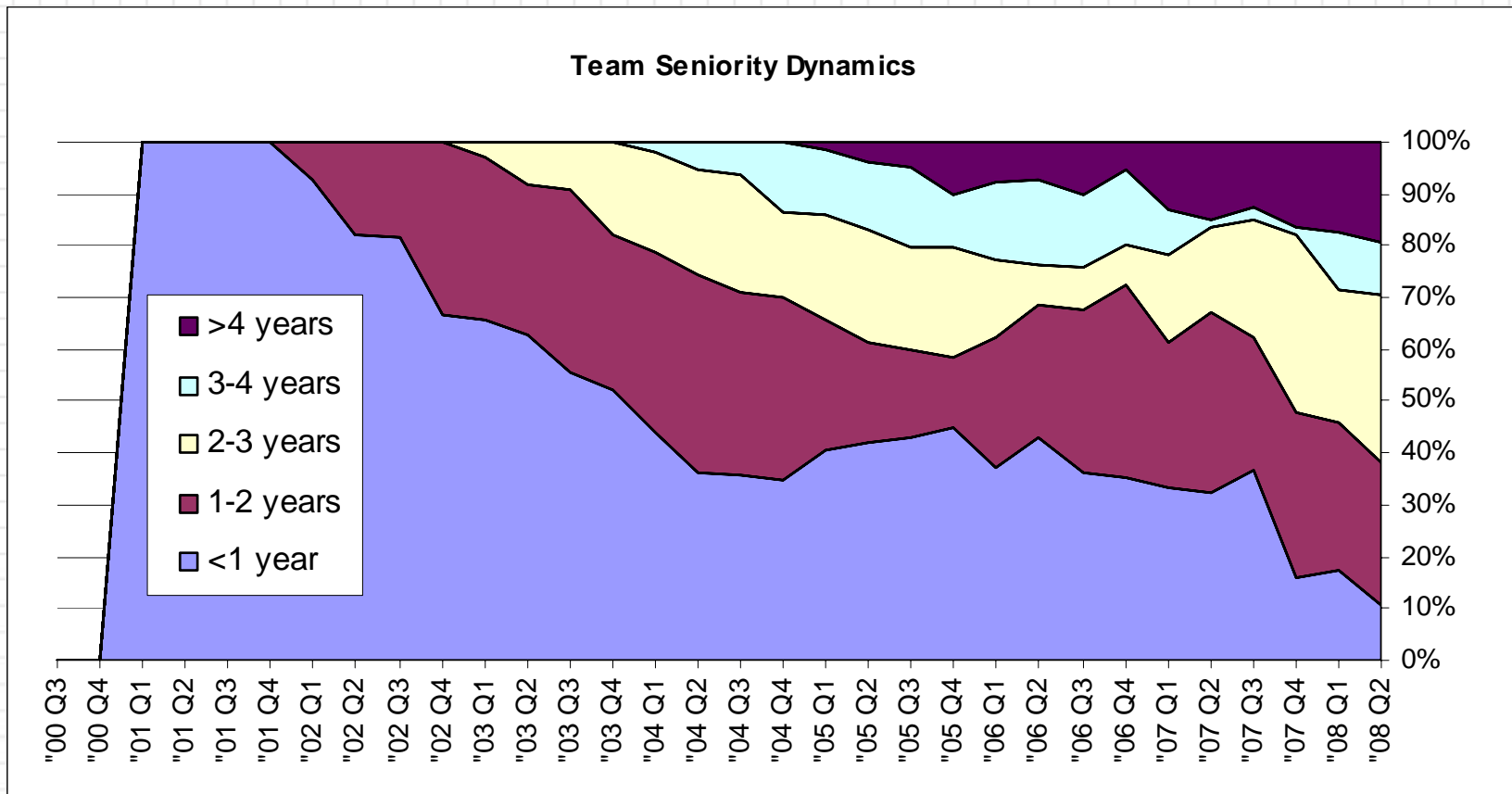


- Service volumes fully correlate with the team size
- 4 major internal business buyers selected Miratech by end of 2003
- All are being retained over period of next 5 years and continue to grow

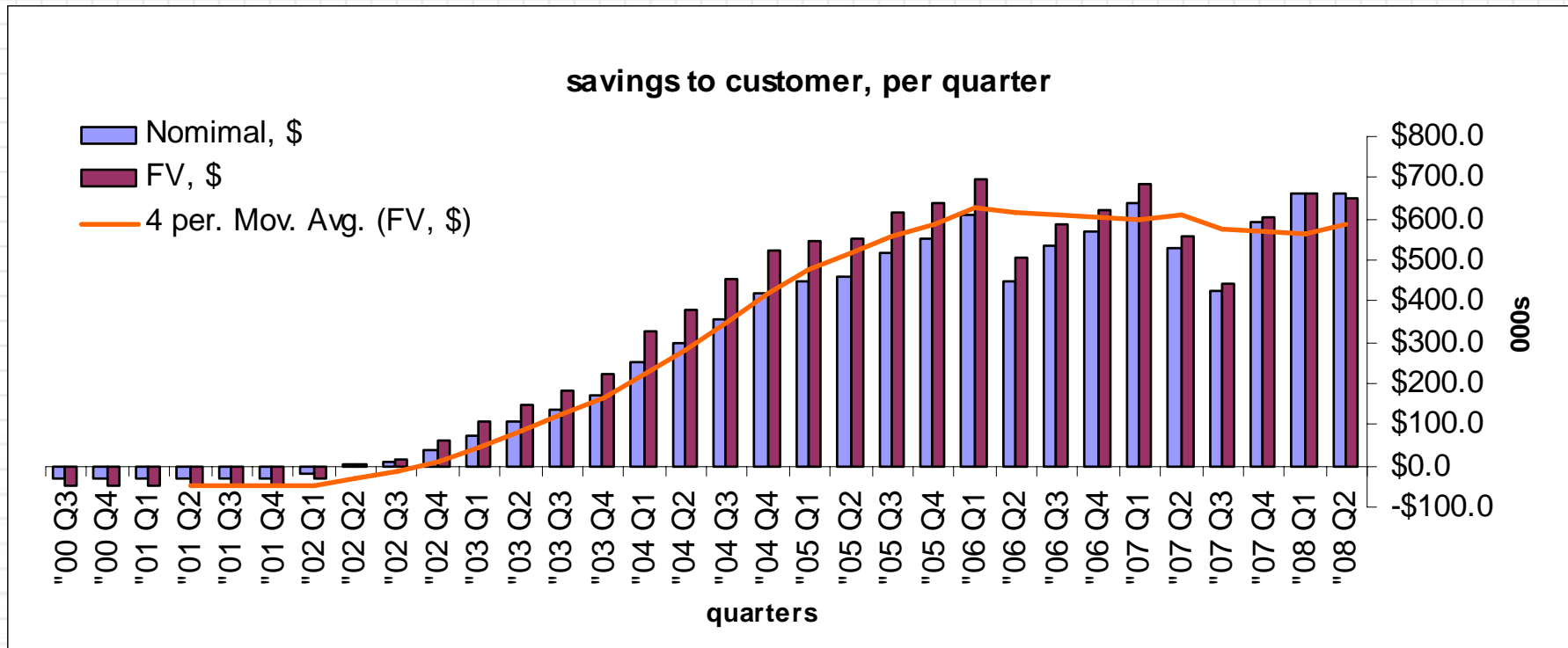
Volumes Delivery, 000's hours



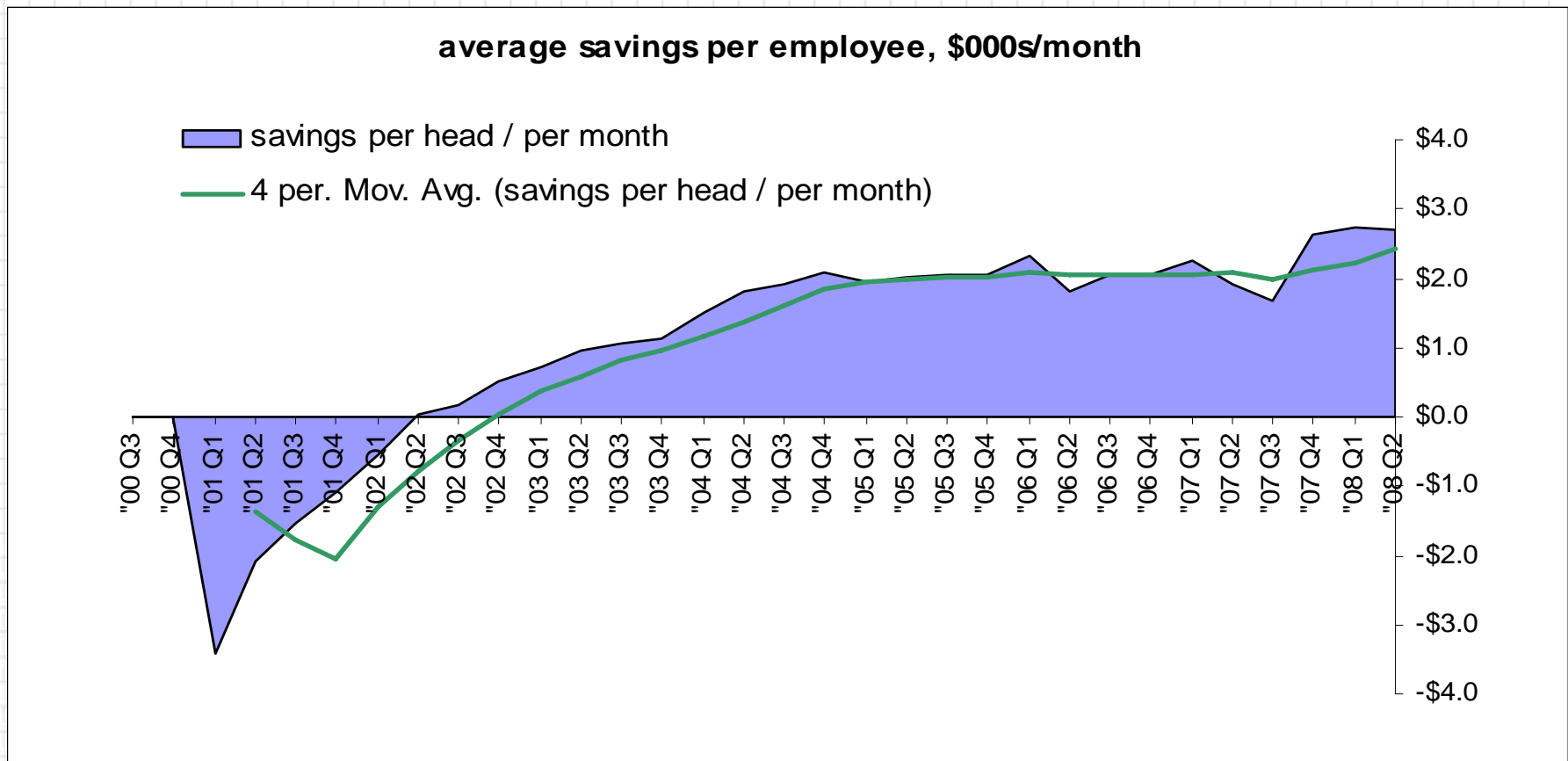
- **First 14th quarters: more than 50% of team have less than 1 year of experience (newcomers) with customer projects**
- **Next 14-15 quarters: number of newcomers is between 30% and 40%**
- **Starting from the middle of 2007 number of newcomers is less than 20%. Number of people with 4 or years of experience with customer grew to 20%**



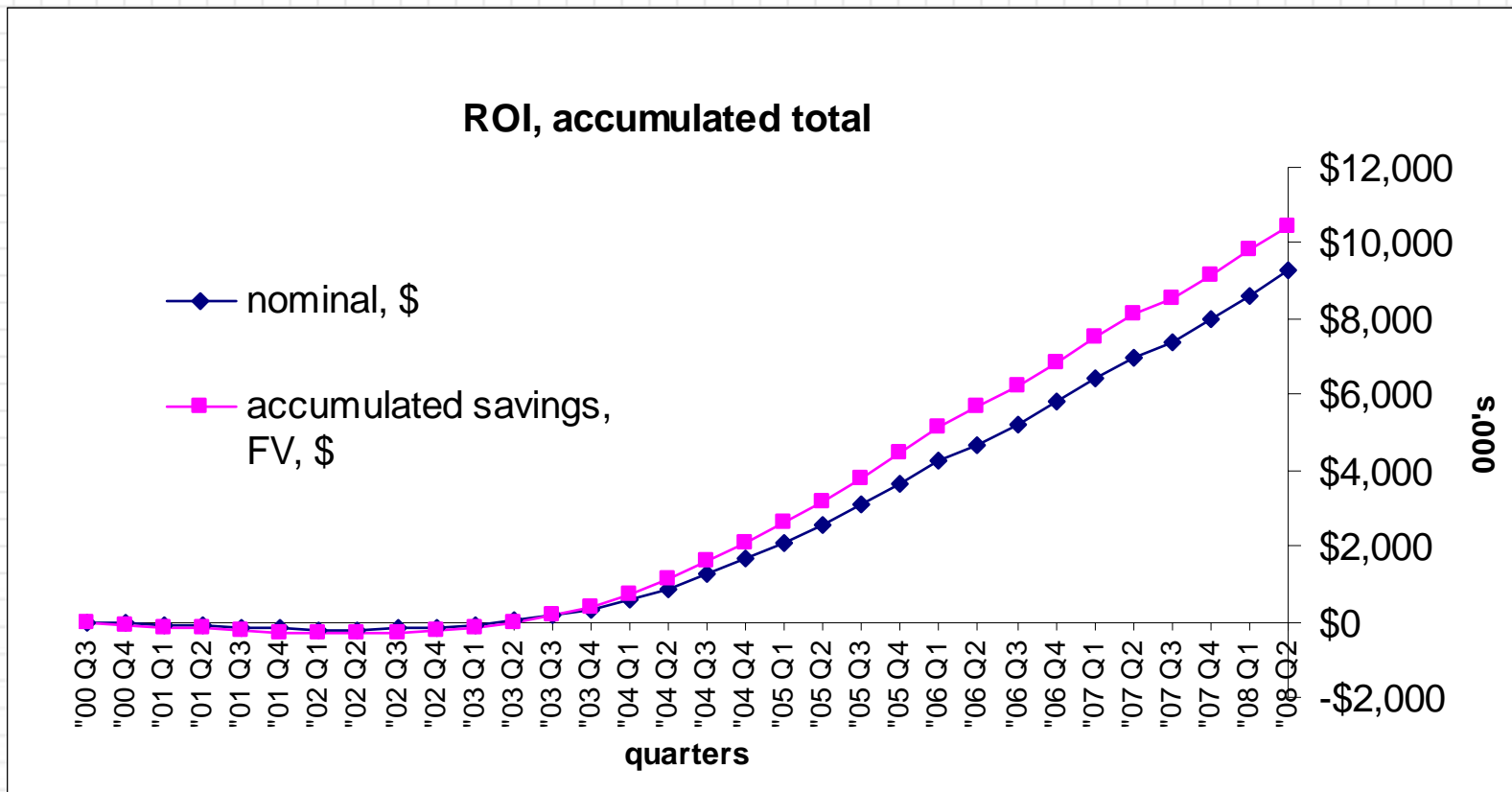
- Offshore operation with Miratech setup cost is approximately \$209K (future value is \$331K assuming average inflation @ 7%/annum)
- Breakeven in quarter 7-8
- Full payback period is 12-13 quarters



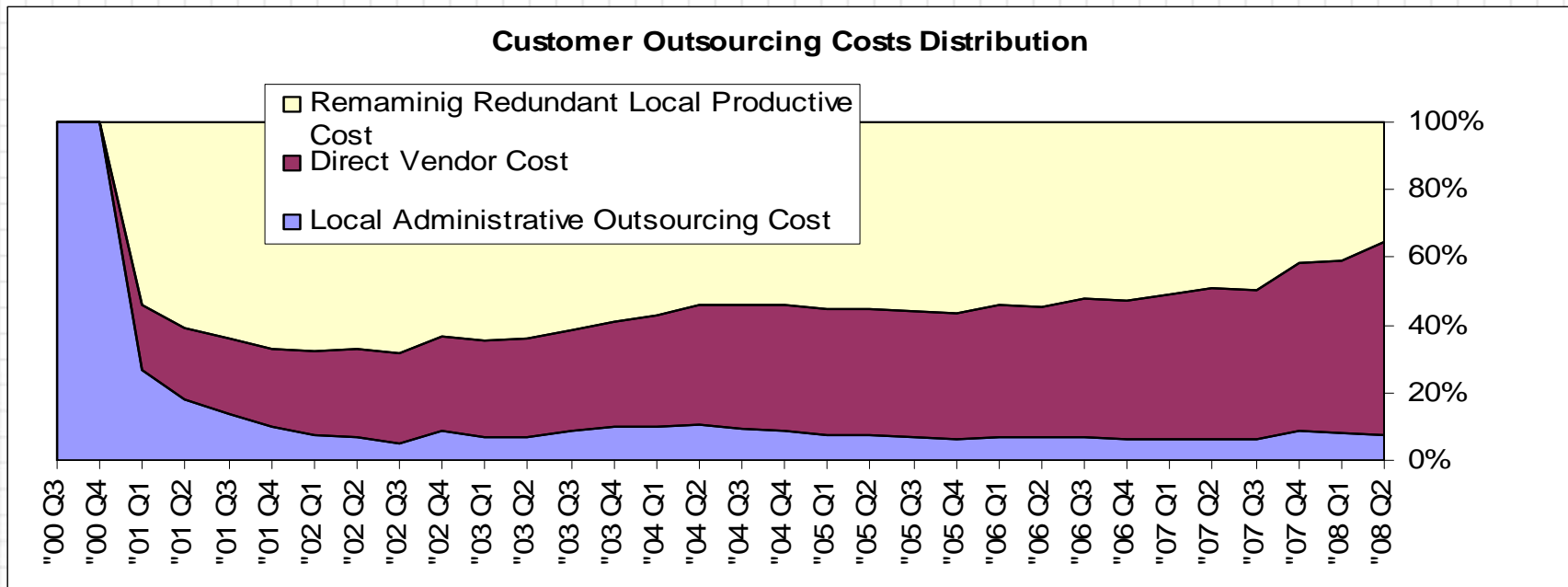
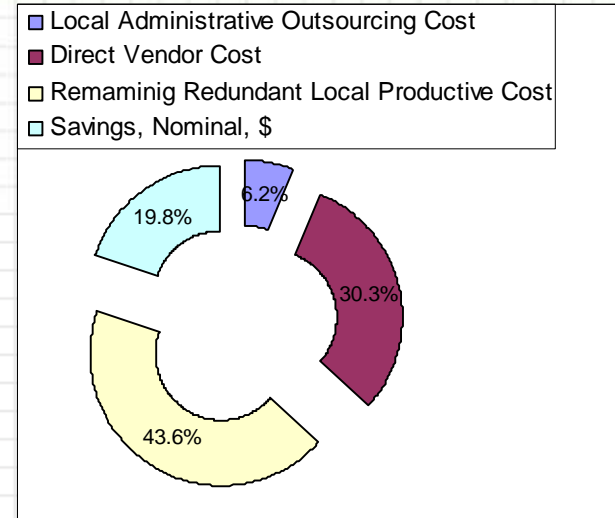
- During the first 7 quarters, net savings per outsourced engineer are negative
- From 8th to 17th quarter, net savings per engineer grow up to \$2,000
- After 18th quarter, net savings are maintained at the level between \$2,100 and \$2,700 per engineer



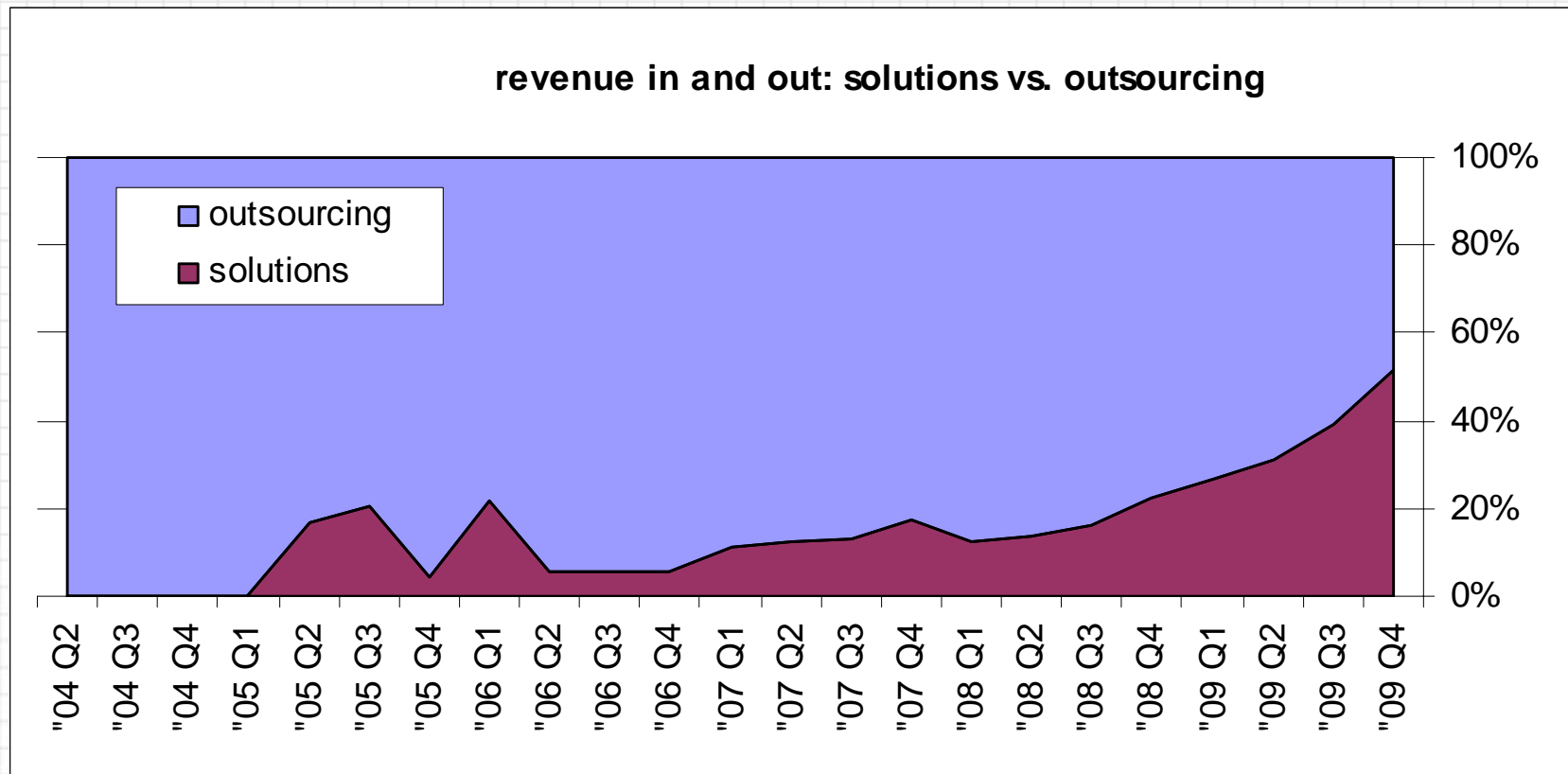
- **Payback period is approximately 12-13 quarters: time required for the new team to get experienced and deliver at speed of local team**



- **Local outsourcing administration costs roll from 100% at setup down to 10% during 6 quarters**
- **After 6 quarters administrative costs are under 10% of all outsourcing costs**



- **2005 – 2010 transformation: from resources supply to partnership on market share acquisition**
- **ad-hoc sales successes in 2005**
- **Multimillion sales pipeline in 2008-2009**



- **Constant outsourcing competition with multiple Genesys outsourcing alternatives including in-house outsourcing**
- **Able to stabilize business volumes and recover growth 3 times in 2004, 2006, and 2007**
- **10-20% moderate annual growth is expected from the following 3 years**

- **Miratech emerges as major business partner in Easter Europe to support Genesys in Contact Center market acquisition: partnership has started and the opportunities are very promising**
- **2 biggest Ukrainian GSM operators selected Miratech call center workforce management solutions based on Genesys platform**
- **A number of corporate sales in pipeline including banking, government, and other securing multimillion sales revenues**
- **Cross-business opportunities due to synergies with EDB**

Thank you!

Questions, please...