

srm
technologies



your end to end offshore development partner

one

SRM Offshore Software Development

Outsourcing Software Development Offshore will help your organisation cut application development and maintenance costs and deal effectively with the fluctuations in software demands.

Globally, all organisations have limits on the budgets and resources available to them.

If your organisation is looking to minimize software development costs and maximise internal resources without compromising on quality of services, then **SRM's Offshore Software Development** is the best option available.

Outsourcing Software Development Offshore will help your organisation cut application development and maintenance costs and deal effectively with the fluctuations in software demands.

Your organisation can outsource the entire software development cycle from conceptualisation through design and development to testing and maintenance, or get part of a system developed when there is a limitation on internal technical expertise or capacity.

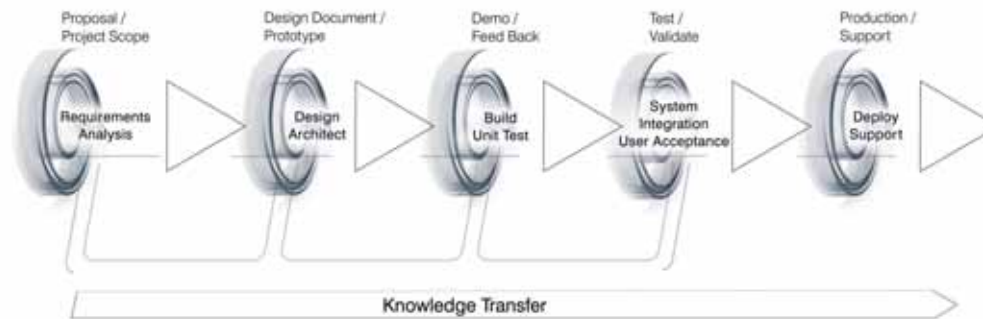
Besides the evident cost and tax benefits, SRM's Offshore Software Development ensures the use of skilled and highly qualified IT professionals to develop your organisation's technology applications.

Be it for small or large projects, SRM Technologies can accommodate all levels of complexity, from simple web development, maintenance or electronic newsletters to large system developments such as E-commerce systems, software applications, database design and build, system and technology migration, maintenance of legacy systems, and system integration.

What do we mean by SRM's Offshore Software Development



SRM's Offshore Software Development is the tactical and strategic use of **external** resources to perform software development tasks and services that have traditionally been handled internally in the organisation. This could include some, or all of the aspects involved in the software development life cycle:



SRM's Offshore Technology Development Outsourcing is just technology development at another location, a facility connected with your location using high-speed data communication links to allow engineers and managers to communicate on a real-time basis.

SRM's Offshore Software Development Outsourcing increases your existing capability and capacity at a cost that would have been impossible to achieve internally!

SRM's Offshore Software Development Outsourcing increases your existing capability and capacity at a cost that would have been impossible to achieve internally

FAQ - How does it work?

three

1. What is the scope of your services?

The scope of our services extends from concept and design, through architecture, project planning and management, software development, testing and system integration, to systems hosting and technical services. We also help clients develop:

- enterprise management information systems,
- procurement systems,
- market-places,
- contract management systems and
- sourcing tools such as electronic tendering and auctions,

all with protected independent intellectual property rights. In addition, we are on contract with global organisations to support and maintain major business critical systems.

2. Which are your main types of software products?

Our products are mainly software and application development and support services, including enterprise market-places, procurement applications, catalogue and content management systems, supplier database management systems, file management systems, contract management systems, invoicing management systems, logistics and distribution systems, auctions and sourcing tools, K2 workflow, and so on. In addition, we have also built customer services and E-commerce type web sites.

3. Which companies can use your software and cooperate with your company?

Depending on which business model is selected, we can be contracted either by the end users themselves or by their agencies. We also have clients in the consulting field, and some companies use us to do the work but on-sell 'their' services at a premium.

Typically our services apply to large and medium-sized enterprises which need information management.

These include:

- government,
- manufacturing,
- petroleum,
- petrochemical,
- hospitality,
- finance & insurance
- telecommunications industries and transnational corporations.

4. How about the data confidentiality, security and integrity in your company?

We naturally keep to the provisions of our non-disclosure agreements regarding security and confidentiality. Software development data is kept highly secret and we also test the safety of the data. No information or data of our clients will be disclosed to the third parties.

5. What is your overall services philosophy?

Our service is guided by "On Time, In Budget and In Spec" for our clients. With long experience in professional software research and development, we have formed a perfect three-dimensional service framework.

6. What are your service delivery rules?

We offer descriptive information to our clients, such as software introduction, and provide the best system planning and design program according to the specific demands of clients. Moreover, we offer professional and effective technical training to our clients to ensure they understand the software functions in a relatively short time.

7. How about the after-sales support?

Clients can choose the level of service according to their needs:

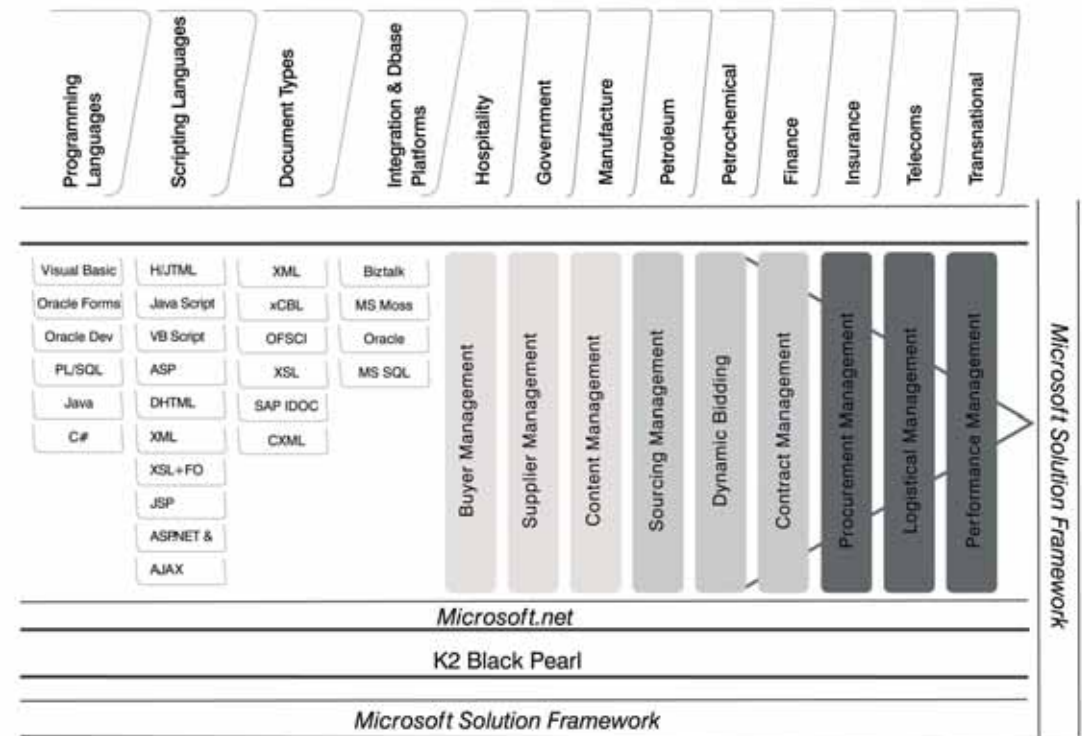
- **Technical Support:** All software that we develop for clients are automatically supported. We have several systems and procedures to log, track and manage issues and problems referred by clients, with appropriate escalation procedures.
- **Maintenance Service Agreement:** We also offer clients a more in-depth maintenance agreement to support existing systems, including the possibility of continuously enhancing the technology based on changing requirements and new developments..
- **Complete Management Service:** Professional service management system, automatic tracking, processing and recording, in order to ensure that clients receive timely and effective services.

8. What about business integration?

Our sister company SRM Solutions, use our integrated technologies to help companies manage sourcing, purchasing and spend through a full range of strategic options; from management and sourcing to cost reduction and tactical supply chain programs. SRM Solutions' achieve high savings by understanding and managing spend. These programs require the right combination of expertise, skills, technology, knowledge and experience to successfully design, deploy and maintain a sustainable program that is right for your company.

four

What are our skills and specialities





The Microsoft Corporation (NASDAQ: MSFT, HKSE: 4338) is a multinational computer technology corporation. It develops, manufactures, licenses, and supports a wide range of software products for computing devices.

Headquartered in Redmond, Washington, USA, its most popular products are the Microsoft Windows operating system and the Microsoft Office suite of productivity software, each of which has achieved near-ubiquity in the desktop computer market. Microsoft possesses footholds in other markets; with assets such as the MSNBC cable television network, the MSN Internet portal, and the Microsoft Encarta multimedia encyclopaedia. The company also markets both computer hardware products such as the Microsoft mouse as well as home entertainment products such as the Xbox, Xbox 360 and MSN TV.

microsoft.com



Through its simplicity and with exclusive capabilities, K2 is changing the way people use software.

K2 is a platform for building process-driven applications that improve business efficiency. All kinds of organisations are using K2 to increase efficiency, save money and reduce risk.

K2 applications can be set up to automate and manage business processes — such as document approval or inventory tracking — or pull together business processes, people, services, information and systems into a single application that helps drive business. Then, what's been built can be used like building blocks to assemble new applications.

With K2, the complexity of traditional software development is eliminated and replaced with easy-to-use, visual tools. These tools enable business people and technical people to work on their own or collaborate to assemble process-driven applications.

Everything is visual. Everything is declarative. Everything is reusable. Everything is intuitive.

K2-based solutions are deployed by a growing number of the global Fortune 100. K2 is a division of SourceCode Technology Holdings, Inc. based in Redmond, Washington, and has offices all over the world.

k2.com



Supplier Relationship Management (Pty) Ltd presents tailor-made, comprehensive, end-to-end supply chain solutions. SRM Solutions help companies manage sourcing, purchasing, asset disposal and spend through a full range of strategic options: from fully integrated joint strategic programmes to out-sourced cost reduction or tactical supply chain projects.

SRM Solutions' spend reduction and asset disposal programmes achieve high savings and profits through tactical and strategic gain-share programmes. These programmes require the right combination of technology, experience and business insight to successfully design, deploy and maintain sustainable programmes.

SRM Solutions' value realisation represents an end-to-end supply chain solution and perspective. Results are generated across the entire value chain. Few decisions in the company will have such a clear and immediate effect on the company's bottom line. SRM's clients are global blue chip companies.

srm-solutions.net



Why us? – The benefits

1. **COST COST COST:** The bottom line is that our outsourced services cost a fraction (40-60%) of US and European costs, with equal quality. We ensure delivery of quality products and services to meet your and your customers' expectations and needs. We believe in building long-lasting, mutually beneficial relationships through our various partnership programs, to add more value for our clients.
2. **Strategic Insight:** Our entire management team has many years of business and information technology consulting experience. We understand that technology acts as a business enabler. We have insight from a top-down level, having been involved from consulting to implementation of business and corporate strategies.
3. **Quality & Reliability:** Quality and reliability are our prime considerations in providing our services. Many of our clients run business critical applications where their service is the technology they provide (Software as a Service). We therefore understand that quality and reliability are paramount to their success. We strive to meet all the international standards and comply with ISO & SEI-CMM standards.
4. **Scalability:** Due to our networks, our location at the Innovation Hub and our partnerships with diverse companies, we have the ability to scale our offerings up or down. We realise that companies' needs change and that urgent needs develop on short notice. We pride ourselves on being flexible (within reason) in our approach and customer orientated in everything we do.
5. **Culture:** The entire management team and employees of SRM have lived and studied internationally. Insight into the needs of global companies gives us an international outlook and understanding combined with local advantages (for example, our cost of development). We pride ourselves on the fact that we become partners of our clients and develop true insight into their challenges and solutions.
6. **Experience:** We've been serving customers internationally since 2003 and have an excellent service delivery track record and countless case studies to support our reputation.
7. **Focus:** The most valuable management resource is time. Once a task is successfully outsourced, management gets more control over time. Time to explore new opportunities, time to accelerate other projects, time to focus on customers. Traditionally, executives spend 80% of their time managing details, and only 20% planning and building customer relations. Outsourcing offshore can reverse this ratio.
8. **Rapid Migration to New Technology:** Due to our company structure, location and diverse client base, we use the best state-of-the-art technologies to maintain global standards and serve international clients. This helps your company have access to new technologies that might not already be in use.
9. **Re-deploy Resources Strategically:** This is the benefit that will show up on the bottom line. Offshore outsourcing lets internal resources concentrate on strategic issues related to the business, freeing them from the less important tasks that might be taking up their time.



seven

Our Business Model

Every organisation is different - we understand that. Whether driven by strategic change, customer requirements or new product development - we know that every project and engagement is unique. Our philosophy therefore is to adopt and develop a business model together with our clients, driven by the requirements specific to the project at hand. The framework below outlines some of the typical engagement frameworks:

- 1. Traditional:** The traditional model supports a generic project which is mostly time and material driven. Based on the scope and duration of the contract, a daily fee is negotiated. This keeps costing and budgeting simple, as the total project cost is driven by actual time spent.
- 2. Offshoring Partnership:** The off-shoring partnership is typically used when we engage in long-term relationships. Experience has shown that once customers engage in the Traditional model and the concept is proven, they want to engage us using a partnership model. In a typical example we are engaged with clients, where we set up a new company, dedicated to them (where they even hold shares), but the company is managed by us.
- 3. Reseller Partnership:** The reseller partnership typically applies where consulting, communications and service delivery firms engage us on a 'wholesale' basis. We provide the development and related services, and the product is sold-on to their client, typically at a premium.

eight

Where we are (Location)

We are pleased to be based at the Innovation Hub, Pretoria, a high-tech cluster, and the first internationally benchmarked Science Park in Southern Africa.

The Innovation Hub creates an environment where international businesses can access a regional centre of knowledge creation and provides a gateway for local businesses to successfully launch into the fast moving world of global interconnectivity. We also have extensive European and US presence.

One of 11 "Blue IQ" projects, the Innovation Hub forms part of a multi-billion rand initiative by the Gauteng Provincial Government to invest in economic infrastructure development in smart industries to establish Gauteng as a truly 'smart' province.

For more information visit theinnovationhub.com





Head Office

First floor
The Innovation Centre
Mark Shuttleworth Street
The Innovation Hub
Persequor Extension 10
Pretoria, South Africa
Tel: +27 (0)12 844 1070 / 1
info@srm-technologies.com

Postal Address

SRM-Technologies
P.O. Box 25
Innovation Hub
0087
Pretoria
South Africa
srm-technologies.com



SRM Technologies is a global business and technology services company that provides strategic leadership and best of breed software development predominantly in the field of process automation and information management systems and solutions. SRM has helped organisations all over the world achieve phenomenal cost reduction in their development and project delivery costs through the implementation of world-class best practise and leading edge technology.

Copyright © 2003-2008 SRM Technologies. All rights reserved. SRM Technologies, the name and logo are trademarks and/or registered trademarks of SRM Technologies. All other company, product and brand names are trademarks of their respective owners.



your end to end offshore development partner

The Innovation Centre · Mark Shuttleworth St · Persequor · Pretoria · South-Africa · PO Box 25 · Innovation Hub · 0087

Directors: Wilhelm Greyling (CEO) · Johann Havenga (COO) · Schalk Burger (CTO)

www.srm-technologies.com · info@srm-technologies.com · (tel) +27 12 844 1070 · (fax) +27 (0) 86 610 3423