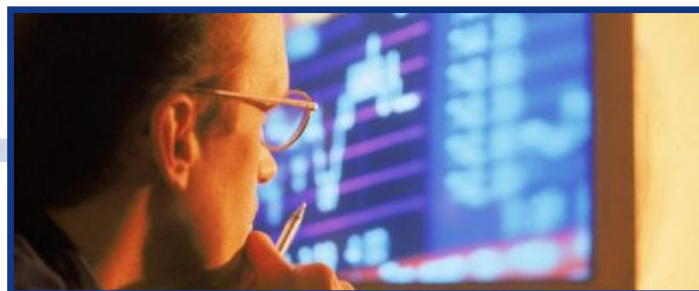




THE PRESSURES

- Of always being "available" to customers
- Of ensuring high security and integrity of business information
- Of reaching out and remaining connected with customers at remote locations
- Of ensuring that your reputation is intact



Are perhaps more unique and relevant to the finance industry than any other.

As physical barriers collapse and distinctions become increasingly blurred, customers have become more demanding than ever. They demand high value activities like advisory or consulting services instead of mere stop-check requests or bank balance statements. They demand "always-on" availability of transactions, security and privacy of their information and easy accessibility. In all this, the finance industry is increasingly looking to IT as the key enabler. As members of an industry with high customer interface and sensitive internal/external operations, you need seamless, reliable and secure networking of your IT assets.

You need to know that constant changes are not affecting the smooth functioning of your every day business.

To be able to succeed in a new and fast-paced environment, your online transactions, customer touch point systems and processing engines need to be reliable. Only a reliable system ensures availability and serviceability. Availability has always been an important characteristic of systems, but becomes even more critical and complex for banking networks. An in-house 360° degree surveillance staff ensuring smooth functioning of your networks would become a time and resource-consuming prospect for you to manage in-house.



YOU NEED TO ENJOY “ALWAYS-ON” AVAILABILITY, WITHOUT HAVING TO WORRY ABOUT IT

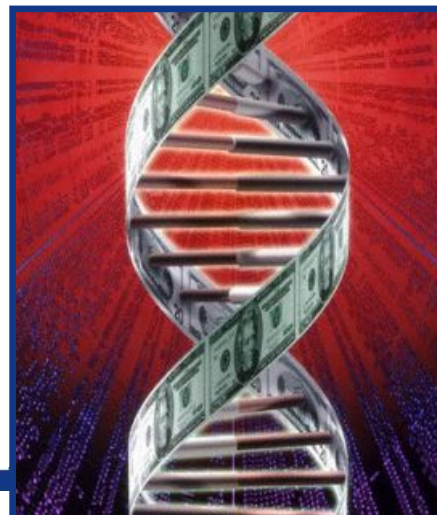
3D Networks, a Planet One company, has a proven track record in designing networks to achieve "Always ON" services for the banking industry. Our unique 3DM methodology comprising end-to-end services - Discover, Design, Deploy and Manage - enables us to understand your unique requirements and design robust networks that are maintained according to customised and committed Service Level Agreements. This way we ensure that your networks enjoy high uptime. Our key area is to give you operations efficiency to free up your resources for more critical activities. So you can gain competitiveness by quickly rolling out new and more valuable banking services.

Your reputation, customer confidence and service efficiency are your constant vulnerabilities

It is not just enough to be competitive. Finance companies need to enjoy high IT security. Banks, fund managers, insurance companies etc are all focusing on giving customers, fast, convenient, 24x7 online access to corporate cash management, trade finance and personal banking services. In all this, security and integrity of business information can never be taken for granted. Data protection, security and integrity are undoubtedly some of the most important issues of any finance institution. The problem becomes more magnified as they need to maintain a single-system architecture while meeting the requirements of many different regulatory and legislative regimes and even more urgent while conducting business over the Net.

YOU NEED THE CONFIDENCE OF A “TOTAL SOLUTION”

A Total Solution approach is not just a better way to achieve the challenges of reliability and security. It is the **ONLY WAY**. Planet One, a total solutions group, also has the capabilities to ensure the security of your networks 24x7. This is made possible through our strategically located, state-of-the-art, Network Operating Centres that proactively monitor your





networks in an effort to prevent network outages and security breaches. At our NOCs, we monitor and analyse all aspects of your IT infrastructure and security including servers, networked devices, databases and website through a certified team, efficient processes, best of breed tool integration, and latest technologies - at the lowest possible cost. As a total solutions group, we have the resources and the experience to map out a comprehensive, end-to-end technology plan that keeps your business brisk and safe.

Growing operations and expanding networks are integral to your growth and success

You have grown into a large and flourishing finance institution. Thousands of your employees and customers are accessing your network from varied and remote locations. You need seamless, reliable and secure internal and external connectivity that can also scale to meet tomorrow's growth requirements.

YOU NEED AN INFRASTRUCTURES ARCHITECT

As architects of communications infrastructure, 3D Networks, a Planet One company has the experience and expertise to design and deploy voice and data solutions, covering IP/TDM Telephony, LAN, WAN and converged solutions. By understanding how to leverage technology, it becomes possible to create innovative business solutions. The possibilities are infinite and range from simple ways to reduce communications expenditure through to leading edge customer interaction. 3D Networks has the expertise, technology, and reach to address all of your communications requirements, from the complexities of the head office backbone and Metropolitan Area Network, to local branch offices, and even unmanned customer-service kiosks in remote locations.





You need to maximize the power of your reach by keeping your customers happy

It is not enough to be able to offer services to customers in remote locations. You need to ensure the highest customer service, 24 hours a day, 7 days a week. Whether it is an in-house contact centre that you have planned, or one that is outsourced, the challenges are multi-fold. There is the quality challenge, wherein you need to achieve consistent scores on the Key Performance Indicators (KPI). Then there is the technology challenge arising from multiple in-bound and out-bound calls. And finally, there is the business challenge that requires you to optimise work force productivity and manage the trade offs between overheads and customer service.

YOU NEED THE EXPERTISE OF
A CONTACT CENTRE SPECIALIST

Our experience in the call centre industry combined with our intimate understanding of converged voice and data technologies, leads to unparalleled expertise in the contact centre space. Whether it is consistently servicing telephone, email, video and fax channels with skills-based routing, whether it is seamless blending between in-bound and out-bound campaigns, whether it is load balancing with different IPLCs or achieving full redundancy, whether it is an in-house call centre solution or an outsourced business process, we have demonstrated flexible, scalable and cost-effective solutions.

You also need to focus on cost allocation and revenue generation through various services

The Activity Based Costing (ABC) model has long been used in financial management. The same concept can be applied to determine cost allocation based on usage of the IT resources. Allocation can be performed per user, group, department or cost centre, based on actual usage of IT resources. From a finance point of view, the tendency of turning the costs on IT resources into profit is emerging with the advancing of technologies to help businesses. Examples are e-commerce and contact centres.



YOU NEED SOPHISTICATED TECHNOLOGY FOR ACCURATE COST ALLOCATION

We can track individual and departmental usage of shared resources such as telephone systems, network infrastructure, Internet bandwidth, and applications. Usage data is correlated with rate tables and other costs to provide accurate cost allocation by individual, department, or business unit.

PLANET ONE GROUP OF COMPANIES

A LIFE-CYCLE PARTNER - Given the complexity and variety of the above challenges, it is no longer enough to find individual specialists for individual jobs. The demand for a life-cycle partner is increasing everyday.

The Planet One group of synergistically related companies has emerged as a major end-to-end solutions provider in the region, capable of offering life cycle services. From architecting and building sound communications infrastructures, to managing them 24x7, we ensure that your IT assets are also aligned to your business needs. Because these are areas we specialize in. Areas we understand better.

We have provided secure networking, managed services and enterprise level e-business solutions for large financial institutions belonging to capital markets, retail banking, private banking and insurance companies.

A Formidable Solutions Group - By harnessing the support and resources of our related group companies - 3D Networks, Net ProActive Services and FCS Computer Systems - Planet One is uniquely positioned to provide a full range of multi-skilled, multi-platform, business critical solutions. The beauty is we are able to pass on the economies of scale on virtually every parameter to our customers. Our ability to partner with the world's leading technology suppliers - **Nortel Networks, Symbol Technologies, Altitude Software, Witness Systems, Cisco Systems, Juniper, Melita and Verint** - gives us the flexibility to choose, customise and integrate the best technologies that deliver results.

With the support of more than 600 IT professionals, including 350 support engineers in nearly 30 locations across Asia, Planet One can address your technology challenges with a mature business perspective.

3D Networks, Net ProActive Services and FCS Computer Systems are Planet One Companies.




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