APPLICATION SERVICES
<table>
<thead>
<tr>
<th>Product Management &amp; User Experience</th>
<th>Product Engineering</th>
<th>Custom Application Development</th>
<th>Test Center of Excellence</th>
<th>Release Management &amp; Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Roadmap Definition</td>
<td>Package Implementation</td>
<td>Enterprise Solutions Development (web, desktop, mobile)</td>
<td>Test Consulting</td>
<td>• Build &amp; Release Management</td>
</tr>
<tr>
<td>Application Portfolio management</td>
<td>Web/SOA enablement</td>
<td>Scalable, Flexible and Modular Application</td>
<td>Test Program Management</td>
<td>• Change Management</td>
</tr>
<tr>
<td>Requirements gathering</td>
<td>Application Modernization/ Legacy Transformation</td>
<td>Global Delivery Model – Onsite / Offshore.</td>
<td>Test Automation</td>
<td>• Configuration Management</td>
</tr>
<tr>
<td>Functional analysis &amp; specifications authoring – functional, non-functional</td>
<td>Application Migration &amp; Porting</td>
<td>Follow all major development Methodologies – Agile, Iterative, Waterfall.</td>
<td>Functional testing – integration testing &amp; system testing</td>
<td>• Service Management</td>
</tr>
<tr>
<td>User experience design and mock-up creation</td>
<td>Application Integration</td>
<td>Experience in all Technology and database platforms</td>
<td>Non Functional Testing - Usability, security, Performance, Volume, Compatibility</td>
<td>• Version Migration</td>
</tr>
<tr>
<td>User behavior</td>
<td>Program Management</td>
<td></td>
<td>QTP, Selenium, Test Director, Quality Center, Load Runner, Jmeter, TTP, Bugzilla</td>
<td></td>
</tr>
<tr>
<td>Focused group discussions</td>
<td>Java, RoR, PHP, Python, Microsoft stack, Oracle, open source DBMS like MySQL, NoSQL DBMS</td>
<td></td>
<td>Offshore Managed Testing Services.</td>
<td></td>
</tr>
<tr>
<td>Tools used - Rational Suite, Adobe Suite for UX Design</td>
<td>Source control tools used: TFS, VSS, CVS</td>
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</tr>
</tbody>
</table>

Process Quality Frameworks

Metrics Driven Development

Engagement Management & Governance
Product Engineering

Product Development
- New product architecture & development
- Architecture Modernization/Legacy Transformation
- Migration & Porting
- Program Management
- Onsite/Offshore Model

Testing & Validation
- Offshore Managed Testing Services.
- Test Consulting
- Test Program Management
- Test Automation
- Functional testing – integration testing & system testing
- Non Functional Testing - Usability, security, Performance, Volume, Compatibility

Operations and Support
- L1, L2, L3 support
- 24*7 support
- Onsite/offshore model
- Problem classification, Root cause analysis and Problem resolution
- Build & Release Management
- Change Management
- Configuration Management
- Service Management
- Version Migration

Process Quality Frameworks

Metrics Driven Development

Engagement Management & Governance
Application Development

Extension to our client’s core engineering team, while providing agility & flexibility

- Quick ramp up of engineering teams
- Focused talent acquisition where needed

Development Technologies

- ORACLE
- MySQL
- SQL Server
- Python
- Microsoft .NET
- Java
- PHP
- Rails

Testing Technologies

- HP QuickTest Professional
- Usabilla
- Sahi Pro
- VeriFIX
- Robotium
- Selenium
Software Methodologies

- Key project methodologies followed
  - Agile
  - Iterative
- Smart adaptation of our processes, methodologies & templates to client processes
- Successfully delivered multiple projects in distributed environments – onsite/offshore, onsite only, offsite-offshore
- Overlap in working hours with US based teams
- Each life cycle has specific deliverables and toll gates for regular progress tracking & QC
- Complete transparency in operations, thereby providing:
  - Visibility into progress
  - Opportunity for frequent feedback
  - Ensures alignment between teams
Engagement Approach

Phase 1
- Portfolio Analysis
  - Evaluate portfolio & create roadmap
  - 3-8 weeks

Phase 2
- Knowledge Transfer* from H&R Block to Ibtech
  - 2-4 weeks

Phase 3
- Transition Phase
  - Handholding of Ibtech team
  - 2-4 weeks

Phase 4
- Steady State
  - Ibtech owns customer support & mgmt.
  - On-going

Portfolio Analysis
- Evaluate portfolio & create roadmap
  - 3-8 weeks

Knowledge Transfer
- Knowledge Transfer* from H&R Block to Ibtech
  - 2-4 weeks

Size of bubble represents business impact

Technical Complexity

H&R Block’s team spends 80% on application support & 20% on KT
IBT’s team spends 80% on KT and 20% on support activities

H&R Block’s team spends 50% on application support & on reviewing KT documentation, guiding IBT.
IBT’s team spends 50% on KT and 50% on support activities

H&R Block’s team spends 20% on UAT, governance.
IBT’s team spends 80% on support & 20% on other activities
### Sustained Engineering

<table>
<thead>
<tr>
<th>Sustained Engineering</th>
<th>Problem Resolution</th>
<th>Customer Helpdesk</th>
<th>Application Monitoring &amp; Reporting</th>
<th>User Trainings</th>
</tr>
</thead>
<tbody>
<tr>
<td>• User requests</td>
<td>• Problem reception</td>
<td>• L1, L2, L3 support</td>
<td>• Product health check</td>
<td>• Assess training needs</td>
</tr>
<tr>
<td>• Impact analysis –</td>
<td>• Problem classification</td>
<td>• 24*7 support</td>
<td>• Performance monitoring &amp; management</td>
<td>• Training material creation</td>
</tr>
<tr>
<td>effort, time, cost</td>
<td>• Root cause analysis</td>
<td>• Onsite/offshore model</td>
<td>• Usage review</td>
<td>• Delivery</td>
</tr>
<tr>
<td>• Change Control</td>
<td>• Problem resolution</td>
<td>• Multiple channels –</td>
<td>• Reporting across multiple facets like usage, performance, health, security</td>
<td>• Hand-holding users post training</td>
</tr>
<tr>
<td>Board review –</td>
<td>• Release management</td>
<td>Phone, email, IM,</td>
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<tr>
<td>enhancement</td>
<td>• Documentation &amp;</td>
<td>video chat, remote</td>
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<tr>
<td>business impact vs</td>
<td>knowledgebase update</td>
<td>support tools</td>
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<tr>
<td>cost impact</td>
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<tr>
<td>• Client sign-off</td>
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<tr>
<td>• Schedule changes</td>
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<tr>
<td>• End-of-life support,</td>
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<tr>
<td>bug fixes, releasing</td>
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<tr>
<td>hot fixes, patches</td>
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<tr>
<td>and service packs</td>
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</tbody>
</table>

### Continuous Improvement Initiatives

- SLA Management
- Knowledge Management & Documentation (Technical, User Guides, Marketing)
- User Trainings
- Continuous Improvement Initiatives
THANK YOU!!