

UBICS OFFSHORE COMMUNICATION OPTION

One of the most important aspects of our relationship with you, our client, is ongoing communication about your business needs and the solutions we provide. Open interaction throughout a project's life cycle is a key ingredient for success.

Most UBICS clients prefer to be in touch solely with their core UBICS project manager and/or team onsite. However, if you wish, you can communicate with our offshore team directly.

This document outlines the communication process we follow when you choose direct contact with our offshore development team. The process helps remove restrictions involved in working at a geographical distance. Our goal is to communicate effectively at your comfort level so you receive timely updates on the status of your project and any issues we encounter.

Again, this form of communication is optional. Your onsite UBICS representative usually handles all communication as your only point of contact when work is performed offshore.

▸ **Contacts for Communication**

If you wish to be in touch with our offshore development team about your project, we first mutually agree upon individuals who will maintain communication. We provide a single contact person from UBICS, and ask that you designate a counterpart within your organization. This arrangement helps keep communication channels open and efficient.

Your Contact Person at UBICS

On the UBICS side, we select an individual from our offshore development office who is responsible for:

- Keeping in touch with you to provide information about our progress on your project
- Communicating with offshore team members to understand issues arising during the project that require your intervention or input
- Discussing with you any issues or queries raised by team members
- Conveying information back to the team members regarding your decisions and preferences with respect to issues and queries
- Keeping UBICS management posted on project progress and any concerns you might have

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The Contact Person(s) within Your Organization

We request that you nominate someone who will keep in touch with your contact person at UBICS. While we prefer that this be only one individual, we realize that you might choose several people due to the diverse functional areas a project might span.

The contact person(s) in your organization is responsible for:

- Providing feedback to the UBICS contact person regarding project status and progress
- Responding to issues and queries from the offshore team as communicated by the UBICS contact person
- Obtaining information about issues and queries raised by the offshore team from others within your organization if needed for an accurate response
- Responding to queries in a reasonable amount of time to ensure project continuity for ongoing development activities
- Keeping your management current on the progress of the project

Communication Methods

We have established a number of ways your designated contact(s) and your contact at UBICS can keep in touch. These include e-mailing, instant messaging, teleconferencing and videoconferencing, and Web-enabled project tracking.

e-Mailing

This is an excellent tool for communication. Your contact at UBICS will send frequent e-mails regarding:

- The progress of your project, including weekly status reports
- Issues and queries raised by offshore team members
- Responses to e-mails received from your organization's contact(s)

Instant Messaging

If a situation requires rapid two-way electronic communication, your UBICS contact can establish an instant messaging (IM) or chat session. Your contact at UBICS will pre-arrange the session at a time convenient for you, and will be available during hours that facilitate this.

The IM or chat session might cover:

- Project status or progress
- Discussions regarding changes or deviations from your original set of requirements
- Issues and concerns raised by you or the offshore team

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Teleconferencing and Videoconferencing

The UBICS contact person can set up a teleconference or videoconference if needed to help facilitate communication. The timing is based on your preferences. Any material we reference in our discussion we will provide to you ahead of time.

Discussions promote understanding and increase the comfort levels between the contact person(s) at your organization and your UBICS contact person. Your UBICS contact can even set up weekly teleconferences or videoconferences to provide periodic updates and create a regular forum for communication.

A teleconference or videoconference lets your contact person(s) and your UBICS contact:

- Cover in detail the progress and status of the project
- Discuss urgent issues and queries that need resolution
- Talk about any changes or deviations from the original set of requirements
- Discuss in detail any specific project issues or concerns
- Conduct a meeting with your offshore development team

Web-Enabled Project Tracking: Xclusive Access

You can check the status of your project without sending an e-mail or picking up the phone. Xclusive Access, our real-time reporting program, lets you view and monitor actual project development online at your convenience. The program also enables you to proof material online.

To use Xclusive Access, you log in and then enter your username and password to preserve project privacy. From there you can find information about:

- The resources allocated to specific development tasks for your project
- Expected completion dates for all milestones associated with the project in light of the overall project delivery date
- Scheduled and actual start and completion dates of individual project tasks

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