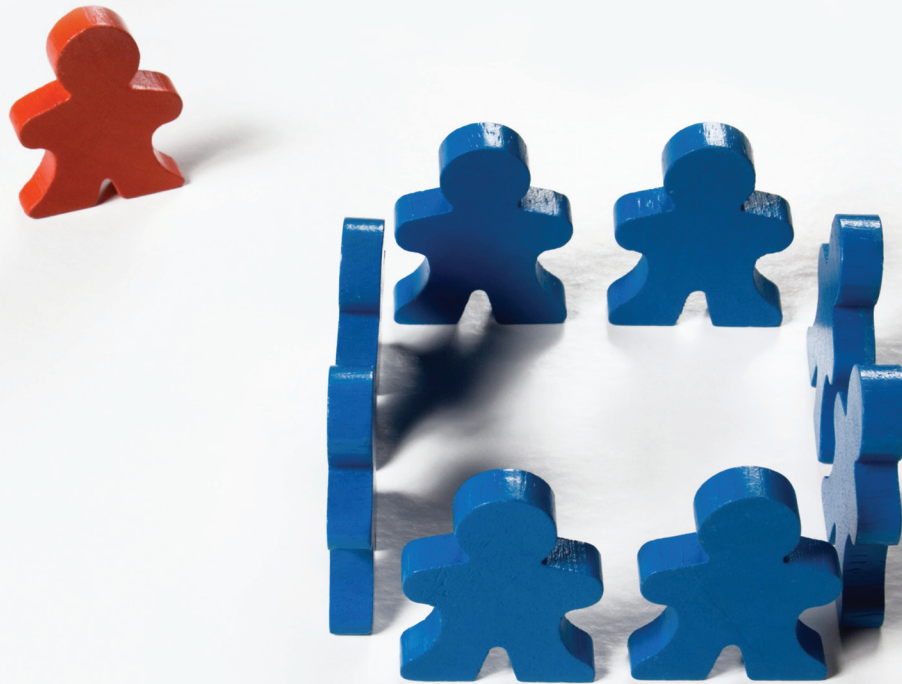


Want to be ahead of the game? Think outside the box...!



Why do so many outsourcing efforts end in failure? Poorly defined contracts, fading quality, language issues, unrealistic performance promises, loss of control.... To truly reap the benefits of using a third party to manage your vital business processes you need to consider SmartDecision™ from NetPulse.

Find out why leading Canadian and US companies use NetPulse SmartDecision™ outsourcing for their critical IT, Technical/Customer Support and Back-Office operations. One client increased its business with NetPulse by 270% in the initial six months based on the significant savings identified in the SmartDecision™ assessment - and subsequently realized.

**Eight out of ten
NetPulse clients
have achieved**

**a 35% reduction
in support costs!**

Why NetPulse?

SmartDecision™-making

It starts with a balanced and impartial analysis of whether you need to outsource to a third party in the first place. Our business analysts input your operational parameters into the SmartDecision™ model. They then analyse the results and make recommendations based on your company's specific needs and operating environment. The SmartDecision™ model may suggest that you outsource significant parts of your operations; it may suggest partial outsourcing or it may simply determine that your operations are unlikely to benefit from being contracted out. This objective evaluation serves as an important foundation for a strong vendor-client relationship and is accomplished quickly, scientifically and at no cost to you.

A partnership based on value and trust

If there is a genuine, demonstrable and sustained advantage to be obtained from transferring your service functions to an external provider, we will work with you to develop rigorous, standards-driven customer response processes. We offer you the option of delivering these using our wholly owned Contact Centers. We will always be honest, candid and thoughtful when dealing with you and your clients. Our open and unbiased approach to doing business has been well-appreciated. Some of the largest brand leaders in their industries have established long-term relationships with NetPulse as their preferred outsourcing partner.

Phased approach

In order to minimise your transition risk, we use a phased approach to migrate your business processes to our contact centers. For example, you might simply start with after-hours or weekend support and move to full 24/7 service only when you are fully satisfied that we have met all your expectations and have earned your trust.

Tailored Performance Delivery

Every client is different. At NetPulse, we take the time to understand your specific needs and develop processes tailored to your particular requirements. Our performance reports are customised to metrics tied directly to your analysed needs. You and your clients see immediate and measurable improvements in areas which you deem most critical.



- North American company
- Specialized focus on IT, BPO Services
- Expertise in complex, technical functions
- Highly experienced, qualified employees
- Multi-lingual staff: French, Spanish, Chinese
- 24/7 remote or on-site support
- Low employee turnover
- Completely seamless transition
- Rapid, no-cost change management
- Highly attractive pricing
- Honest, open approach to business
- Industry leading reference clients

Business Process & I.T. Outsourcing Services



Business Process Outsourcing

- Inbound Technical/Customer Contact Center
- Back-Office Support
- Point-of-Sale and Retail Network Support
- Loyalty and Credit Card Services
- Customer Relationship Management



I.T. Infrastructure Management

- ITIL based remote and on-site I.T. Service Desks (Tiers I, II, III)
- ERP: Oracle eBusiness Suite: Database and Functional Support
- Systems integration and application development

NetPulse's solutions are always tailored to your requirements

About NetPulse

NetPulse is part of the Pathway Group – a privately owned Canadian company which has experienced a 1000% revenue growth rate over the past eight years. By selecting NetPulse, you join a group of highly satisfied customers who will vouch for our service record. Join some of the largest and most respected industry leaders in Canada and the US, who have chosen NetPulse, as their long-term outsourcing partner of choice.

BENEFITS

- Access specialised talent and knowledge
- Reduce staff costs
- Ensure faster problem resolution
- Improve accountability and reporting
- Increase quality and customer satisfaction
- Enhance customer retention
- Implement rapid change management
- Reduce downtime and asset losses
- Standardize systems and processes
- Supplement in-house capacity
- Mitigate risks