



Intetics – The Remote In-Sourcing Company®

Helping Companies Advance Their
Operating Performance by Building
Remote Technical Teams from
Talent Rich Eastern Europe



Our Mission

Our company name 'Intetics' is a combination of the words 'Internet,' 'Technology,' and 'Ethics.' By combining these words we emphasize that Internet has started a new epoch in our social and business lives as one of the Technologies that feeds our belief that "new" implies "better", while Ethics is a permanent, universal value that in our view governs all advances. A strong sense of dynamic development and constant ethical grounding is the driving force behind Intetics to encourage innovation, trust, and professional growth and to help our clients succeed.

Our Vision

Already in the top 10 in terms of industry recognition, Intetics aspires to become one of the top 10 outsourcing companies in Eastern Europe. Our key proposition lies in serving as a *total* developer of dedicated technical teams that serve as an extension of the client's technical capabilities, including both on-shore and off-/near-shore components, while covering a wide spectrum of technical capabilities. We provide the optimal approach for mid-market companies and fast moving organizations of all sizes to access the deep technical talent available in Eastern Europe.



innovative teams
that work for you

The Competitive Challenges Facing Today's Mid-Market Companies and Innovators

The competitive landscape for mid-market companies and innovators has shifted dramatically in recent times. Stuck in the middle, they are feeling pressure from the largest global companies eyeing the mid-market for growth. Larger companies are able to bring economies of scale through global resource pools that drive down their costs and market price points. To survive or thrive, mid-market companies and innovators must find ways to keep up.

As if price pressure from the competition isn't enough, these more nimble players face additional operational challenges. They lack the brand awareness and marketing budgets of larger firms. Because mid-market players cannot scale as quickly as the larger competitor, they must be more efficient and productive. They cannot afford to miss opportunities

in R&D, technical innovation, or technology deployments. Additionally, they must continuously deliver uniquely differentiated products and/or services.

Whether they are divisions of larger firms or early stage firms, innovators face many of the same challenges as mid-market players. These organizations feel pressure from all angles, whether it is from quickly creating value in cash flow management, tapping resources to drive an idea from concept to payoff, or keeping staff from being recruited by larger corporations.

In the end, talent is the one key element all of these businesses require to be successful.

Talent Really Matters

Scale Fast, Without Risk, World-Class Teams

- Superior talent
- Act as your own employees – your team
- Compelling pricing
- Without risk of hiring/training talent abroad
- And, without competing for very scarce, expensive technical talent pools in the United States

Regardless of the challenges your business faces, talent really does matter. At the heart of most successful companies' ability to grow and profit are teams of superior talent, delivering extraordinary value into the marketplace. For mid-market firms and innovators, the need for outstanding talent is even more relevant if they want to compete effectively.

Intetics Is Here to Help

Intetics has created a unique business model, called Remote In-Sourcing®, that helps mid-market players and innovators address their challenges as they have never been able to do before. Remote In-Sourcing® allows companies to access highly skilled, cost-effective Eastern European engineering and IT talent quickly, seamlessly, and economically. There are no upfront employment transition costs and risk as your business scales up and down. Through Remote In-Sourcing® you have the control and flexibility over how, when, and where you deploy your team. In short, it's your team.

Simply put, we help you tap into world-class talent predictably, quickly, and profitably to be competitive, regardless of your size and ability to scale.

Talent Pool in Eastern Europe

Intetics teams are powered by technical talent from the Ukraine and Belarus for its teams. This area in Eastern Europe has long been known for its high-quality engineering and IT professionals with a strong education system that emphasizes math and science. A combination of large talent pools and a culture that inspires hard work and desire makes Ukraine one of the most promising outsourcing hubs in Eastern Europe. In 2011, Ukraine was recognized by outsourcing experts as the top destination for IT outsourcing and won the nomination for "Outsourcing Destination of the Year" as part of the European Outsourcing Excellence Awards. In terms of an educated populace, Belarus is among 30 world leaders in secondary and higher education, according to the Legatum Prosperity Index. In fact, the education in Belarus is ranked ahead of many European countries, including Germany, Switzerland, and the United Kingdom. Ukraine is 16th out of 105 countries in the total number of university students, and is ranked 7th in the number of students pursuing technical specializations, according to the Global Education Digest.



OUR CLIENTS SAY IT BEST ABOUT OUR WORLD-CLASS TEAMS

"The Intetics team is staffed with highly professional team members who have excellent design skills aligned with very reliable project management disciplines."

Impaq Co., UK

"Intetics is a highly capable, mature, and trustworthy software development partner with whom my partners and I feel we can build our business. Intetics is simply the best offshore outsourcing partner I have ever worked with."

Doug Grimsted
CEO, Aginity, LLC, USA

Market Innovator in big data advanced analytics, partnering with IBM to deliver value across retail, digital media, and CPG Fortune 500 companies.

"We were impressed with Intetics' lightning fast turnaround on our requests. For example, we would send them a list of things to do late evening and find it all completed the following morning."

Jay S. Hemmady
CIO, UTi Transport Solutions

world-class teams

Remote In-Sourcing – the Evolution of Outsourcing

Now that you are aware of how we can help you tap into world-class talent, let's explore how Remote In-Sourcing® could be valuable for your organization. First, let's look at the evolution of outsourcing in general.

In the early 21st century, businesses increasingly outsourced technical development to suppliers outside their own country, western economies in particular. Outsourcing was very successful and worked well for a while. But, eventually, like with any new idea, inherent weaknesses started to emerge. Since the outsourced team was not part of the hiring firm's "culture" or "team," typical outsourcing issues started to occur: turnover on projects or teams, questionable employee commitment, difficulty in controlling and managing offshore teams thousands of miles and several time zones away, different training and hiring models conflicted with the hiring firm's approach, learning curves were long, and re-starts happened far too often.

Outsourcing companies started to experiment with Offshore Dedicated Teams (ODT) so they could become more integrated with clients and become a better cultural fit. Still, language barriers, lack of control, lack of innovation, and low client commitment started to erode value and ODT suffered the same consequences. Nevertheless, cost was still an over-riding factor and many chose to stick with the "cheaper" route that wasn't necessarily always better. The problems of turnover, management, training, and more were still prevalent. The cost factor made some markets, such as India, China, and South America more appealing. Many companies have accepted the flaws in the ODT teams and moved to these markets to access inexpensive "production" work that met minimum requirements.

In 1995, a world-class Belarus outsourcing firm started innovating outsourcing models in hopes of finding a better way. They started asking questions. What if one could offer a "virtual" ODT team that mirrored the client's culture, work ethic, and knowledge base in a seamless and unrestricted way? What if teams were free to work just like employees of companies are free to work? Could teams be formed that placed as much value on creativity, innovation, and hard work as others did in project management, hourly billing, and

change orders? Finally, could teams integrate with client organizations so well, the client hardly knew they were offshore?

Intetics introduced Remote In-Sourcing® a few years later. Things began to change.

Why is Remote In-Sourcing® better?

Remote In-Sourcing® is a new business model and an innovative business philosophy that goes beyond Offshore Dedicated Teams (ODT) to establish a new value point in the outsourcing marketplace:

- **Higher Net Delivered Value** – Intetics teams are extremely cost effective. More importantly, we don't bill hourly or "change order you to death." Your Intetics Team works just like your own employees, so overtime is managed just like your own employees. Intetics Teams consistently beat all quality and productivity measures, and we give that back to you in increased output, unlike other firms who keep productivity in firm margin.
- **Unparalleled Alignment and Control** – Ramp up or ramp down to meet the needs of your business. We'd never think of cancellation penalties. Maintain absolute control over each resource, training, promotion, reassignment, etc. You get all the control of full-time employees with no cost risks. And, our resources are trained on your company and its objectives. They aren't on a project. They're YOUR Intetics Team.
- **Innovation Focused on Your Objectives** – Other business models use methods and unique IP inventions to improve their own margins and train employees on their special techniques. ALL of the intellectual property used by your Intetics team is yours. You can use our methods more broadly so all your teams improve. Intetics Teams are incented to innovate on your behalf, to be the best team you have, and to help you achieve your business objectives. We don't measure them against Intetics objectives. We measure them against yours so your objectives become the sole focus of our attention.

In this model, resources completely belong to the client and behave just like employees in every way while Intetics takes on the headaches and downside risks. Because of this approach, clients can leverage the power of high quality and low cost without the risks and problems.

- Remote In-Sourcing@ is a unique offering, distinguished from a variety of similar sourcing models existing today. We build an organization, not a project team, hired and assigned as employees for specific clients for long-term engagement.
- We ensure 100 per cent match between client's needs and resources provided, not a compromise between needs and past vendor experience.
- We offer teams that range in size from 3 or 4 members up to groups of 50 or more with built-in ability to respond quickly to the need to add more and/or different skills.
- Clients get a true partner relationship, not a client-vendor one, building an effective organization armed with proper processes, not a simple staff augmentation service.
- Instead of doing a particular project or a quick fix, Intetics addresses client business needs and strategic development that includes ongoing support from a talent hiring, management, and administrative standpoint.
- We go beyond meeting deliverables and deadlines to delivering innovation to clients.
- Our teams operate with more productivity at rates that are comparable to the cost of project-oriented outsourcing.

The Intangibles

Remote In-Sourcing@ works because we fully integrate Intetics teams into your existing organization and support team members with certifications, training, professional development, and processes to ensure they function at an optimal level for you. We instill in all our team members an appreciation of innovation and a desire to deliver beyond customer expectations that you will not get with other outsourcing solutions.

- **Process and Quality Certified** – All teams adhere to ISO 9001 Quality Management System standards and methodologies in workflow and processes.
- **Blended Accelerated Training Approach** – We offer a unique training approach that blends our process certification, methods, and management with your culture, business objectives, and business knowledge, including a train-the-trainer approach that increases effectiveness, reduces deployment times, and reduces risk and costs.
- **Incentives and Professional Development** – We deploy Intetics team members as if they are your employees. We provide career paths, tiered training programs, and additional certifications to help them grow professionally.
- **Culture** – Our focus on education, creativity, and an employee-driven culture has translated into low attrition of only 7 per cent which ranks us among the very best outsourcing companies in the world.
- **Innovation in Our DNA** – We encourage and promote innovative thinking and creativity among our team members so they deliver perhaps the most important intangible – a desire to do more and provide greater value without our clients having to ask.

Major Area of Differentiation	Attribute	Your Employee	Intetics Remote In-Sourcing@	Dedicated Offshore from India and Low Cost Countries
Higher Net Delivered Value	Hourly Rate	Highest Hourly Cost	40% to 60% Less	60% to 70% Less
	Infrastructure Cost	Added Cost	Imbedded in Rate	Imbedded in Rate
	Severance Risk / Constraints	Severance/Tax Effects	None	Cancellation Clause
	Turnover/learning curve	5-7%	7%	Up to 20%
	Work Hours	Salary	Like a Salaried EE	Billable Hours
	Productivity	You Get Full Benefit	You Get Full Benefit	Firm Keeps the Margin
Unparalleled Alignment and Control	Quality	Inspect Sample	Inspect Sample	Verify High Percentage
	Speed to Scale Up	Slow to Add, Expensive	All Levels Scale	Junior Levels Scale
	Speed / Ability to Scale Down	Limited/Costly	All Levels Scale	Cancellation Clause
	Change Management	Impacts Schedule	Impacts Schedule	Extra Billable Hours
	Resource Transparency	It's Your Team	It's Your Team	Lack Transparency
	Nature of relationship	It's Your Team	It's Your Team	Project Assignments
	Time Zone / Adjacency	Local	7 Hours Different	12 Hours Different
	Hired Directly for you on joint criteria	Your Co's Criteria	Joint Optimal	Firm's Broadest Need
	Trained	Your Program	Integrated Training	Firm-Focused
	Evaluate / Promoted / Career Interest	Company-Focused	Just Like Your Eyes	Very "Firm-Focused"
Innovation Focused on Your Objectives	Alignment with company objectives	Company-Focused	Company-Focused	Grow the Firm
	Innovation on Approach and Tools	Innovation-Focused	Proven Innovators	Firm Owns Methods
	Innovation on Content	You Own Methods	Full Access to Methods	Task Focused
	All IP	Your IP	Your IP	Firm Reuses Materials

“Even without being asked, the Intetics team comes up with innovative ideas to improve quality, productivity, delivery time scales and the actual software product. China, India and other countries might get the job done and on budget. But, that's it. Do they have the mindset to be able to innovate, even when asked? We feel that the Intetics team see things through our eyes and are constantly pushing to improve the work they do for us.”

Neil Dobson,
Managing Director, Flowmation Systems

Intetics gives you the best of both worlds – staff that acts and performs like your own employees with the economics of low-cost development comparable to other parts of the world. High quality at a low cost.

high quality • low cost

“We were a little bit skeptical about the whole offshore outsourcing deal but Intetics were able to change such our perception and made the whole idea very attractive.”

Alla Liokumovich
IT Director, Würth Baer Supply Company, USA

Our Expertise

Our training, talent pool, and long-standing relationships with firms like Cengage Learning (former Thomson Delmar Learning), Check Point, Encyclopaedia Britannica, Nokia, S&C Electric, Snap-on, StudiVZ, SugarCRM, and Würth Group have given us great experience in building teams in a number of key areas critical to our clients.

Outsourced Development

Intetics can provide you with your own fully staffed and provisioned dedicated IT department, replete with infrastructure, expert resources, and administrative services – all at a fixed monthly budget – from one of our secure ISO-certified European Development Centers, which allows you to draw on highly competent technical staff in Eastern Europe.

Intetics' ISO 9001 Certified Mature Development process is based on the latest software development methodologies. Every project is continuously monitored and supervised by our Technical Directors and Senior Management. Test Driven Development and W-Model Testing ensure the quality of all products and systems developed for our clients. Furthermore, our ISO 9001 Quality Management System ensures that your team performs with the highest quality and predictability.

We continuously invest in the education of our team members. In fact, 70 per cent of our technical staff members are certified professionals holding numerous Microsoft, Sun, IBM, PHP Zend, ISTQB and Brainbench certifications. Regular training and testing is undertaken to support professional growth needs of the staff. Their software development

productivity exceeds the industry average by about 25 per cent, while their code defect density is consistently lower than the entire industry.

Advanced Analytics Data Warehouse Development

Intetics creates fully operational remote data warehousing and analytics departments for organizations, helping them successfully solve their business challenges with minimal effort and maximum efficiency.

These advanced data warehouse solutions are scalable and easily adapted to the level of service required. Tailored to achieve your strategic goals, they will save you precious time and substantially reduce your operating expenditures by 20 per cent or more!

We are experts at organizing data accurately, including vast amounts of unstructured data, then making it useful for application use. From capturing data from all kinds of input sources – print, images, emails, web, digitized, and more – to providing smart and highly accurate data analysis through data mining, cleaning, statistical analysis, testing,



TEAM BUILDING EXPERIENCE IN CRITICAL AREAS

BI applications, and data visualization, we build teams that take on and solve the headaches of maintaining high performance big data environments.

Applications Development

Through the development of new innovative application software products, ERP systems, custom databases, mobile and desktop applications, and web sites, our team delivers real, measurable business results:

- Technology Discovery and Prototyping
- Full Cycle Product Design
- Advanced Java, .NET, PHP
- Rich Internet Applications (GWT, ExtJS, Adobe AIR, MS Silverlight)
- Big Data Solutions (Netezza, Hadoop)
- Social networks, specialized CRM and ERP
- Cloud Solutions and SaaS (Amazon EC2, Windows Azure)
- Mobile development (Android, iOS, Windows Phone)
- Application development combined with data processing / BPO, "total outsourcing"

We offer teams of experienced application developers with vast expertise in varying industries, who know IT development well, and are flexible enough to customize and optimize their development activities to tailor to individual industries for specific business applications.

GeoSpatial Data Services

Intetics with its Remote In-Sourcing® model delivers optimal cost savings, quality work, and scalable services tailored for your GIS demands by remote teams that "push the envelope" of innovation.

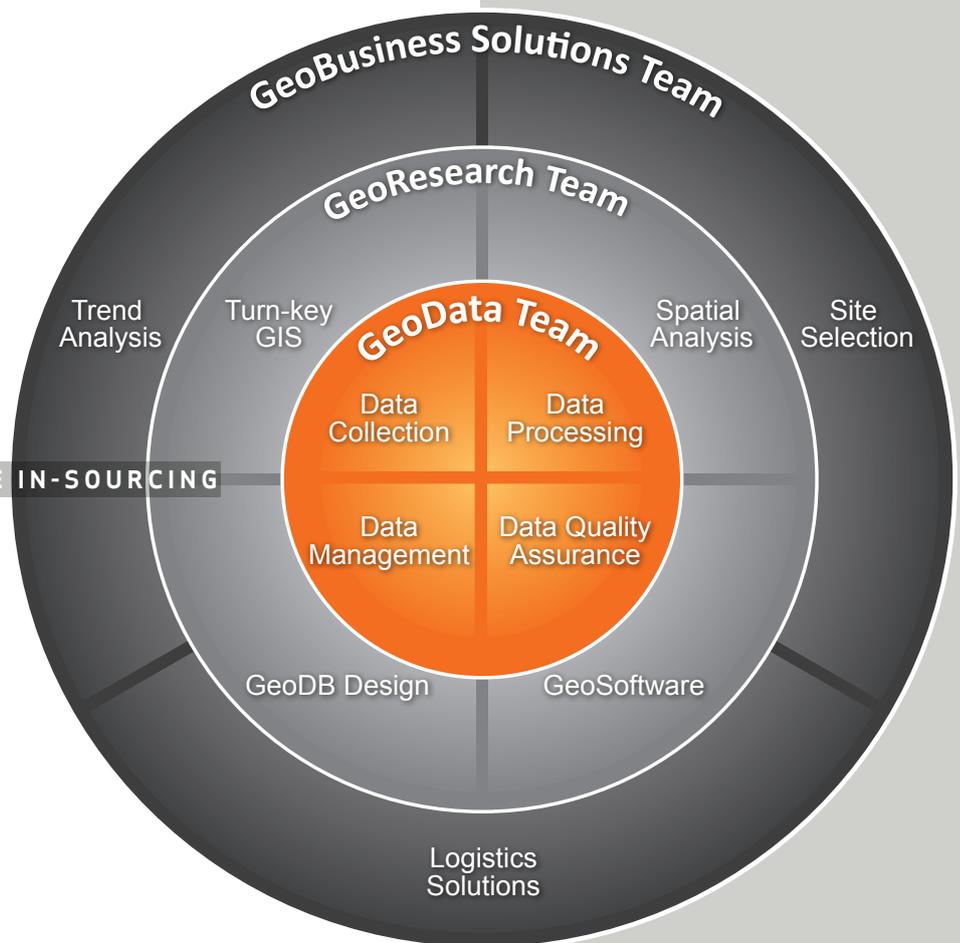
Deploy our teams to execute any highly complex GIS task, including CAD integration, on a project or ongoing basis in part or completely integrated. Remote In-Sourcing® offers three areas of support:

- **GeoData Teams** – Data is at the heart of GIS, and we focus on getting it right from the beginning. We are precise in how we collect the data and design its use within GIS applications. Professional cartographers, geodesy specialists and geologists understand field data collection and are strong at supplementing it with other spatial data sources, including mapping data. We build teams that are skilled at designing, building and managing databases for modeling of large sets of spatial data, vectorization, and integration in one integrated GIS-centric workspace.
- **GeoResearch Teams** – Our GeoResearch teams are skilled in spatial analysis, application development, IT support, and CAD and location-based services within the context of GIS. We begin with the business case and organizational requirements and apply these GeoTechnical services to execute all aspects of the project – assessment, project scope creation, feasibility studies, project planning and management, and actual implementation.

“Inventing new solutions to difficult problems is just in their DNA.”

Nokia L&C
 Leading global provider of maps, traffic, and location data enabling navigation, location based services and mobile advertising around the world.

GIS IN THE CONTEXT OF REMOTE IN-SOURCING



- **GeoBusiness Solution Teams** – Our GeoBusiness Solutions teams can apply the GIS to solve whole business problems creating and maintaining high value business solutions in field maintenance, logistics, and site selection to improve workflow and optimize business performance. GIS is an optimal platform for integrating data from existing workforce, fleet, and customer management systems so you can get the most out of your IT investment.

CAD Services

Computer aided design (CAD) implementations have evolved dramatically over the last several decades. Simulation of product design allows companies to “test” and view designs without expensive test runs or full-scale production of manufacturing. The importance of CAD has exponentially grown for anyone involved with product design. As such, you can’t afford to have just any offshore organization doing the work – you need a team that understands the data, math, and science that drives each and every drawing.

Intetics has teams of skilled, well-trained CAD engineers who can assist you with your most difficult CAD work. Deploy these teams quickly and effectively to deliver the optimal CAD work product you need. Your Intetics CAD team will:

- **Give you access to world-class CAD talent** – We don’t hire or assign generalists then move them around. We hire exactly into your precise specifications and dedicate a team solely to you. It’s not a project. It’s a remote, dedicated team that understands your specific deployment of CAD.
- **Deliver any level of CAD capability** – Our teams are skilled in the creation, modification, analysis, or optimization of design work in 2D or 3D modeling at any level of complexity. We can create teams with design experience in a variety of applications utilizing CAD. You choose the deployment for your specific needs and we will create the team that can meet them.
- **Provide understanding of CAD Integration in workflow** – CAD often involves more than just shapes. We have teams that understand the mathematics, data management, and actual drawing to dig deep into the engineering process involved behind the designs themselves. We understand the underlying conceptual design and layout of products, through strength and dynamic analysis of assemblies to definition of manufacturing methods of components. We are able to work with application-specific conventions so the designs we deliver meet original specifications.

"DMTI contracted Intetics to perform web-based research related to municipal data acquisition in Canada. Before using Intetics, we handled these tasks on a one-off basis. Intetics' infrastructure allowed for effective systematic search and download and their programme improved the efficiency of our projects by more than 30%. Today, Intetics are performing additional research and resolution work for us, and we expect to see the same efficiency improvements in the future.."

Marlene Ziobrowski, Manager,
Data Research and Governance,
DMTI Spatial Inc.

expertise

IT Infrastructure Support

Reduce the burden on your staff of handling system administration and maintenance tasks. Intetics creates fully operational remote departments for organizations, complete with infrastructure, expert resources, and administrative support services – all at a fixed monthly budget – at our secure, ISO 27001 certified European Production Centers. Due to our powerful combination of strong technical skills and deep experience, we guarantee the reliability, efficiency, and security of your information systems.

We'll support you in a number of areas:

- **Application maintenance and support** – Intetics provides end-to-end remote management and support for your applications.
- **Database Administration** – We protect the safety of your mission-critical data by providing expert database administration services built around your specific business requirements.
- **Network and Data Center Administration** – To help you meet the challenge of your increasingly complex and growing information technology infrastructure, rely on Intetics to manage your computer systems remotely for you.
- **Security Management** – Our security management services detect suspicious activity and quickly address vulnerabilities within your networks and systems to prevent unauthorized access to key data.

Why Intetics?

We innovate in everything we do to provide our clients with the highest value and highest productive output per dollar spent, allowing them to thrive, compete, and win. We configure teams that work for you, own your brand, own your value, and bring innovation, which is "in their DNA."

Our mantra has five core values – stability, quality, commitment, collaboration, and capability. Intetics has the unique and unprecedented ability to deliver and build on these principles better than anyone in the world. We have been adding value to our clients since 1995 and continue to contribute to their success at levels unmatched in our industry. Regardless of market fluctuations, recessions, and rebounds, what is best for any business is the ability to free up capital and reduce operating expenses to fund future growth. No one can supplement your business and provide seamless transitions like Intetics — and our history proves it.

We invite you to include us in your next challenge and allow us to measure our success by your prosperity.

innovation



About Intetics

Intetics Co. is a leading global sourcing company focused on establishing and operating remote teams for software development, systems integration, engineering, data processing and back-office support. Based on our unique, proprietary business model of Remote In-Sourcing®, Intetics has successfully served as the innovative partner for over 200 firms worldwide, helping them solve their business challenges with minimal effort and maximum efficiency.

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