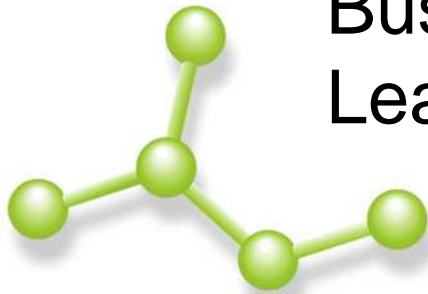
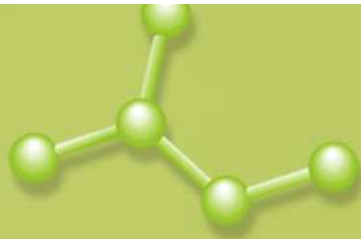


Business Process Outsourcing and Learning Management for JDE



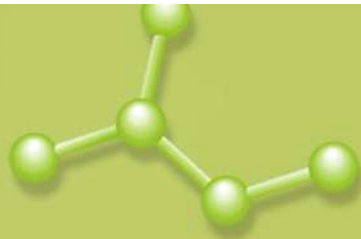
What is it, is it right for your organization, and is it really that easy?





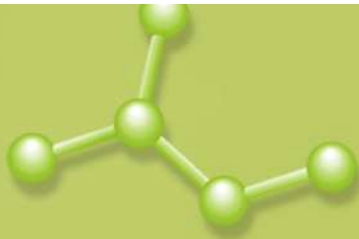
Key Messages

- You need Knowledge/Learning Management but not the headache
- Software as a Service finally works!!
- Business Process Outsourcing without giving away the farm.
- Ongoing strategic alignment of your outsourced business function
- Its Fast, Cost Effective and Works!!!!



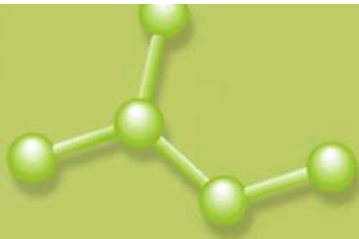
Better Knowledge Management

- Driven by Safety/Compliance, Ageing Population, Full Employment and high turnover rates – capture information
- Must be able to disseminate information to appropriate people
- People need targeted training for all job activities - just in time
- Help drive culture and speed up on boarding for Gen-Y
- Help staff develop, increase job satisfaction and retention
- Boost your Profits!



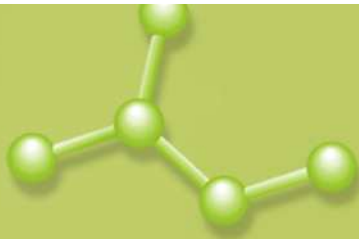
What is BPO?

- BPO is where a company looks to outsource a business function
- Not Core for business
- Difficulty in retaining capability in-house
- Gain continued access to IP or Technology not available internally
- Cost Reduction
- Want to offload a problem
- Want to reduce total cost of ownership
- Need it fast



Is Learning a Good Place to Start?

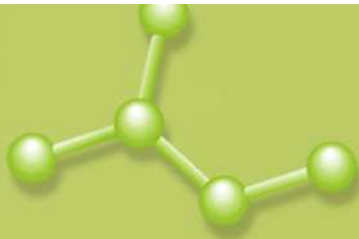
- Yes it is ideal!
- Learners can access materials bookings from anywhere. (Payroll)
- Train for systems rollout while tech resources are core focused
- The skills required are not common or core to most companies
- Capabilities of current learning departments incomplete
- Internal Implementation/Technology cost difficult to justify
- Instant Access for often immediate needs



Learning BPO will it work for me?

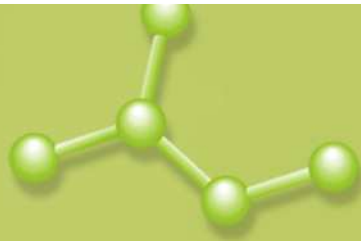
- Only BPO what you want to! Technology?
- Learning is different to other BPO areas as the way the system is used changes all the time, new content, new training programs etc
- You need to retain some in-house ownership
- Learning spans every business unit and is key to your success
- BPO is not just giving it away to another country

- Fix process issues through Strategic Alignment (Seertech Solutions Extensions and correct configuration) then re-assess what you need as an organisation to make learning a success.

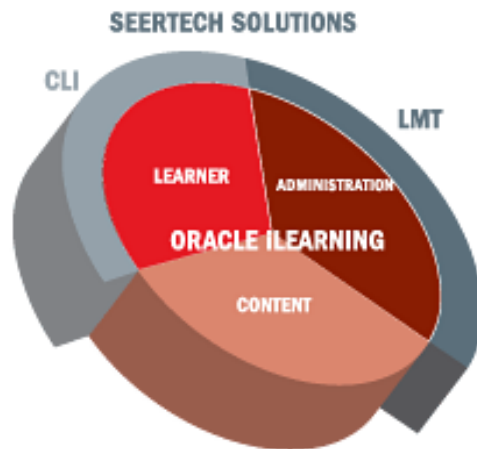


Seertech Solutions iLearning BPO

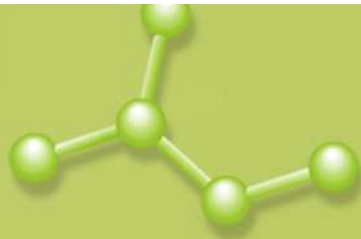
- Instant Access to Enterprise Application
- Low Ongoing Cost – Op-Ex - \$2 per user per month
- Low Implementation Costs – 2 Weeks – Pre-Built JDE Interfaces
- Access to experienced technical resources and consultants
- Totally Focused on Learning



Seertech BPO we have you covered



- Core Robust Oracle Application hosted on enterprise class hardware and Software.
- All upgrades and patches.
- Supported Extensions to iLearning to align technology to requirements
- Low Cost and Low Risk
- Streamlined BPO support process

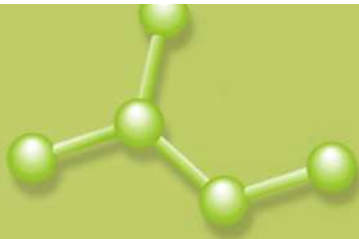


Recent BPO and Seertech customers

- Sensis
- PlaceMakers
- Ingersoll-Rand
- Sun Microsystems
- Blue Ridge Paper (JDE)

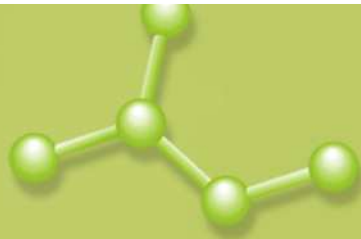
And many other existing customers:

- US Govt
- Optus
- Leading Banks



Key Messages Seertech BPO

- Innovative Web Services can increase ROI in technology dramatically.
- Totally aligned with Business Process and can continue to do so.
- Low cost, Fully Supported and Fast to implement.
- Reduced need for outsourcing!!!!!!!



Key Messages

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