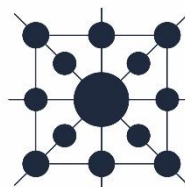


LanTro Global Alliance Partnership (LGAP)



LANTRO GLOBAL
ALLIANCE PARTNERS

What is LGAP and what can we do for you.

Sustainable cost reductions

- We use our best practice tools and processes such as cable looming and MAC management, and so LGAP has proven to provide low-cost, high-quality services.
- Centralized vendor management leverages LGAP's purchasing power and allows us to pass on lower pricing to our customers.
- LGAP's local/regional resources and organization removes the need to fly expensive men and materials to geographically remote locations.
- LGAP provides our customers with the opportunity to pool global volume discounts and incentives.
- Reduced management overhead for our customers.

Enhanced quality of service

- The provision of demanding and consistent SLAs ensures the highest quality of service.
- Adoption of best practice processes and standards by all LGAP members ensures a consistent and high quality of service.
- Provision of a global continuous service improvement process provides the platform to enhance service quality and reduce operational costs.
- LGAP's global infrastructure ensures services can scale rapidly without compromising service quality.

LGAP is an organization comprised of likeminded, accredited, specialist cabling infrastructure service providers that have agreed to co-operate to provide customers with a one-stop-shop for all their cabling infrastructure needs on a global basis.

LGAP's global service catalogue includes:

- Major cabling projects for both workspace and datacenter environments
- Framework agreements for ongoing deployment services
- Support services including MAC, break fix, equipment refresh/racking and stacking in both workspace and datacenter environments.
- Professional services including cabling design, project management and intelligent infrastructure management solutions.

LGAP provides customers with a consistent, high quality of service at a lower cost whilst delivering an unsurpassed level of service management information and control across all territories. LGAP customers receive:

- High quality, global service catalogue
- A guaranteed, global SLA framework
- Online, real-time global service management reporting & financial control
- A consistent global pricing methodology and control in local currencies
- Global account governance process
- An option for a single point of contractual engagement and responsibility

How does it work?

LGAP partners utilize our global network to deploy best in class solutions with access to resources at a consistently high quality, at a predictable lower cost under a single SLA schedule, anywhere in the world. This avoids the risk and expense of contracting unknown, unproven local organizations.

LGAP procure, control, manage, and report all via our online procurement and management information dashboard.

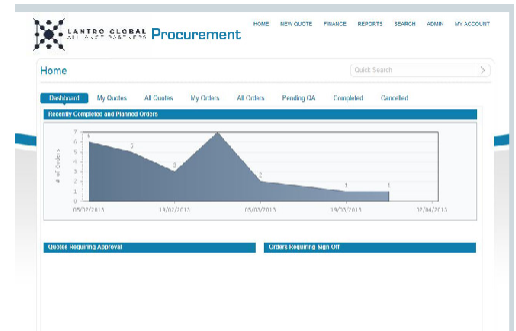
The procurement system enables customers and/or LGAP staff to:

- Order from a pre-defined catalogue of products & services at predictable, highly competitive costs
- Generate an immediate downloadable quotation in PDF format.
- Increase management visibility through order status briefly via a Red, Amber, Green status viewed via the online dashboard.
- Receive progress updates via e-mail.
- Gain client authorization & QA.
- View and download financial reports.
- Obtain optional monthly invoicing.

Our service desk ensures the local LGAP partner completes all documentation. The local LGAP partner uploads the O&M manuals, test results and any other relevant documentation onto the online dashboard for review and analysis. The service desk will also provide work allocation, payments and complete all interaction necessary.

In addition to functioning as a repository for all documentation, the web based LGAP dashboard provides a central repository for customers to view real-time and historical service management information and KPI alerts. LGAP tailors the dashboard to each customers individual requirements. It commonly includes:

- SLA monitoring via traffic lights
- KPI reporting and trending.
- Project status
- Stock level views
- Resource team charts, on call info, escalation paths
- Quality procedures, risk, and method statements



Increased management information & control

- Online procurement tools ensure that we maintain control over all financial spending in all global locations.
- We make real-time service management information available via our web- based dashboard.
- Ensures adoption of and adherence to corporate standards.
- Ease of engagement: global contractual responsibility and governance (if required), customers.



LanTro Global Alliance Partners

LanTroVision (Asia Pac)

US Information Systems (N. America)

Apecatu (S. America)

LMG (UK, Europe & M.E.)

Interconnect Systems (Africa)

Syndeticom (Australia)

MeiSei Correspondence (Japan)

Mustika Memadata (Indonesia)

Teltrac (New Zealand)



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