

---

# Eastern Europe Offshore Solution Center

---

**BCforward**  
**10 West Market St., Suite 1300**  
**Indianapolis, Indiana 46204**  
**317.493.2000**  
**[www.BCforward.com](http://www.BCforward.com)**

# Table of Contents

|  |    |
|--|----|
| Table of Contents .....                              | 2  |
| 1. Introduction .....                                | 3  |
| 2. Offshore Software Development Team.....           | 4  |
| 3. OSDC Staff Experience .....                       | 6  |
| 4. OSDC References .....                             | 6  |
| 5. BCforward Offshore Practice .....                 | 7  |
| 6. Proactive IP Protection.....                      | 8  |
| 7. Benefits of BCforward Off-Shore Capabilities..... | 10 |

## 1. Introduction

As an experienced business solutions organization servicing global clients, BCforward understands that global organizations are looking for support partners with global reach. While the experience and flexibility of our project teams have led to successful engagements in different parts of the world, BCforward did not become a true Global Provider until the accreditation of its first Offshore Solutions Development Center (OSDC) in St. Petersburg, Russia in June of 2006.

Strategically located in Eastern Europe, the St. Petersburg OSDC provides a geographic convenience for our European client base and the ability to deliver local support in Zone 2. Leveraging the same-time-zone advantage, our St. Petersburg team can quickly respond via phone, e-mail or even video-conference to a client's urgent request and then provide hand-off and knowledge transfer to US-based teams. In addition, the OSDC allows for extended time zone coverage – when leveraged in an onshore-offshore delivery model. This model allows the BCforward productive workday to expand from 12 to 24 hours.



### **BCforward St. Petersburg**

7th Line V.O. 76 Liter "A" #516-517  
St. Petersburg 199178 Russia  
Phone: +7.812.332.5066  
Fax: +7.812.332.5065

One of the main goals of establishing OSDC operations in St. Petersburg was to gain access to a pool of high quality technical resources. The BCforward OSDC is located within one of Eastern Europe technology hubs. This has allowed BCforward to augment our global team with highly qualified and certified software developers and engineers capable of producing high-complexity deliverables, while at the same time realizing sizable cost savings.

BCforward St. Petersburg OSDC kicked off its first onshore/offshore delivery project in September 2006. With the primary client site located in Fegersheim, France, the OSDC provided BCforward significant time zone advantages. Within the first few months of the project, the St. Petersburg OSDC team delivered multiple successful prototypes and designed several key portions of the overall solution architecture. Seamless to the client, the OSDC deliverables became integral parts of the overall BCforward product.

Our St. Petersburg OSDC success is a direct result of almost a decade of BCforward software development experience coupled with processes and procedures managed by the centralized, Indianapolis-based Project Management Office. While seamless to the client, the BCforward OSDC delivery model encompasses strict internal SLA management, detailed knowledge transfer procedures, continuous protection of private information and intellectual property (IP), disaster recovery planning, business continuity planning as well as continuous process improvement.

## 2. Offshore Software Development Team

Similar to our onshore practice, we believe that our most important asset in the St. Petersburg OSDC is our people. Our corporate reputation has been built on delivering high quality consultants to our clients. Our OSDC reputation is being shaped by the high quality deliverables provided by our St. Petersburg consultants. Every OSDC employee assigned to a client engagement has a clear, defined role that adds value for the client. Our strategy of maintaining the competitive edge among the OSDC solution providers is building and retaining a strong world-class employee base.

Unlike the traditionally common, monolithic offshore coding "factories" with extremely low-cost resources, who program to recipe-like specifications, the BCforward OSDC is an



IT solutions provider focused on problem solving and producing cost-effective results. Our OSDC solution delivery approach relies heavily on years of Russian scientific tradition, engineering mindset and IT training, which focused primarily on problem solving. This heritage of engineering excellence is one of the key advantages of the BCforward St. Petersburg OSDC. It helps reduce the timeframe required for design, development and testing of complex IT solutions, and therefore increase the client's ROI.

BCforward's OSDC in St. Petersburg mirrors the matrix organizational structure perfected in our US-based solution centers. Our technical team is systematically subdivided into areas of technical expertise, which are the primary logical cells of the OSDC. When building a project team, resources are pulled from the specific technical areas to provide the optimal mixture of technical expertise required to deliver the project. Regardless of the project complexity, each project team has a well-defined structure with clearly identified roles and responsibilities. Typically the core of the OSDC project team built for the full-cycle solution delivery consists of the following members:

- Project Manager
- Designer/Architect
- Lead Developer
- Lead QA Engineer

The St. Petersburg OSDC offers a wide range of technical expertise couples with the extensive industry experience of our St. Petersburg team members. Our current team is ready to deliver complex solutions leveraging the following technologies:

|                                     |   |
|-------------------------------------|---|
| <b>Operating Systems:</b>           | <b>Windows 9x/NT/ME/2000/2003/XP, UNIX (Linux, xBSD, Solaris, HP-UX), Mac OS</b>  |
| <b>Programming Languages:</b>       | PowerBuilder, C#, VB.NET, Java, JavaScript, VB Script, Assembler, C/C++, Visual Basic, PL/SQL, SQL, Sybase SQL Anywhere, T-SQL, Perl, Shell, Python, Delphi, Flash Action Script, Flex, HTML, XHTML XML/XSLT, Clipper     |
| <b>Web Technologies:</b>            | ASP/ASPX DHTML, ColdFusion, Web Services, PHP, Axis, AJAX, CSS2, Adobe Flash  |
| <b>Java Technologies:</b>           | J2EE (JDBC Servlets, Swing, EJB, JNDI, JSP, JSTL, JAAS, RMI, JTA/JTS, Java Mail, JCA, JMS, Portlets, JCE), J2SE, J2ME, Java applets, Jakarta Tiles/Struts, Java Media Framework, XDoclet, Spring, JMX, JSF, Apache Cocoon |
| <b>Microsoft Technologies:</b>      | .NET (ASP.NET, ADO.NET, WinForms, Remoting), .NET Compact Framework, ASP, COM/COM+/DCOM, Win32 API, ActiveX, WPF, WSE, XAML, WCF  |
| <b>Application and Web Servers:</b> | Oracle AS, BEA WebLogic, IBM WebSphere, JBoss, Resine, MS IIS, Apache, Apache Tomcat  |
| <b>Middleware/EAI:</b>              | Microsoft BizTalk, Tuxedo, OMG Corba, TIBCO   |
| <b>ETL Tools:</b>                   | SAS, Ab Initio  |
| <b>DBMS:</b>                        | Oracle, MS SQL Server, IBM DB2, Sybase SQL Anywhere Server, MySQL   |
| <b>ECM:</b>                         | Documentum, FileNet, WebSphere IICE   |
| <b>Test Automation Tools:</b>       | Mercury (WinRunner, LoadRunner, QuickTest, Virtual User Generator), IBM Rational Robot, AutomatedQA TestComplete, MS Application Center Test, JMeter, Compuware Test Partner, JUnit, rMock, Nunit,                        |
| <b>Defect Tracking Tools:</b>       | Mercury TestDirector, IBM Rational ClearQuest, IBM Rational ClearDDTS, RallyDev, Bugzilla   |
| <b>Source Control:</b>              | MS Visual Source Safe, CVS, IBM Rational ClearCase, IBM Rational ClearQuest, Borland StarTeam   |
| <b>IDE:</b>                         | MS Visual Studio.NET, JDeveloper, Eclipse, Borland JBuilder, Borland Core Architect, Zend Studio, NetBeans, XML Spy; Adobe Flex Builder, TOAD   |
| <b>ERP/CRM:</b>                     | SAP, Oracle, Microsoft Dynamics GP, Siebel  |

### 3. OSDC Staff Experience

While currently located in St. Petersburg, the team has broad experience servicing clients not only within the Russian Federation, but also in Europe and North America. Our St. Petersburg team alone has delivered high complexity solutions (both onsite and via offshore model) for the following geographical regions:

- Belgium
- United Kingdom
- France
- United States
- Russian Federation
- Ukraine

In addition to the extensive multinational experience, BCforward's St. Petersburg OSDC core team maintains a footprint across multiple industries. Our St. Petersburg consultants have designed, built, tested and released both small applications and large-scale solutions for clients in the following industry sectors:

- Pharmaceuticals
- Robotics
- Communications
- Banking
- Higher Education
- R&D

### 4. OSDC References

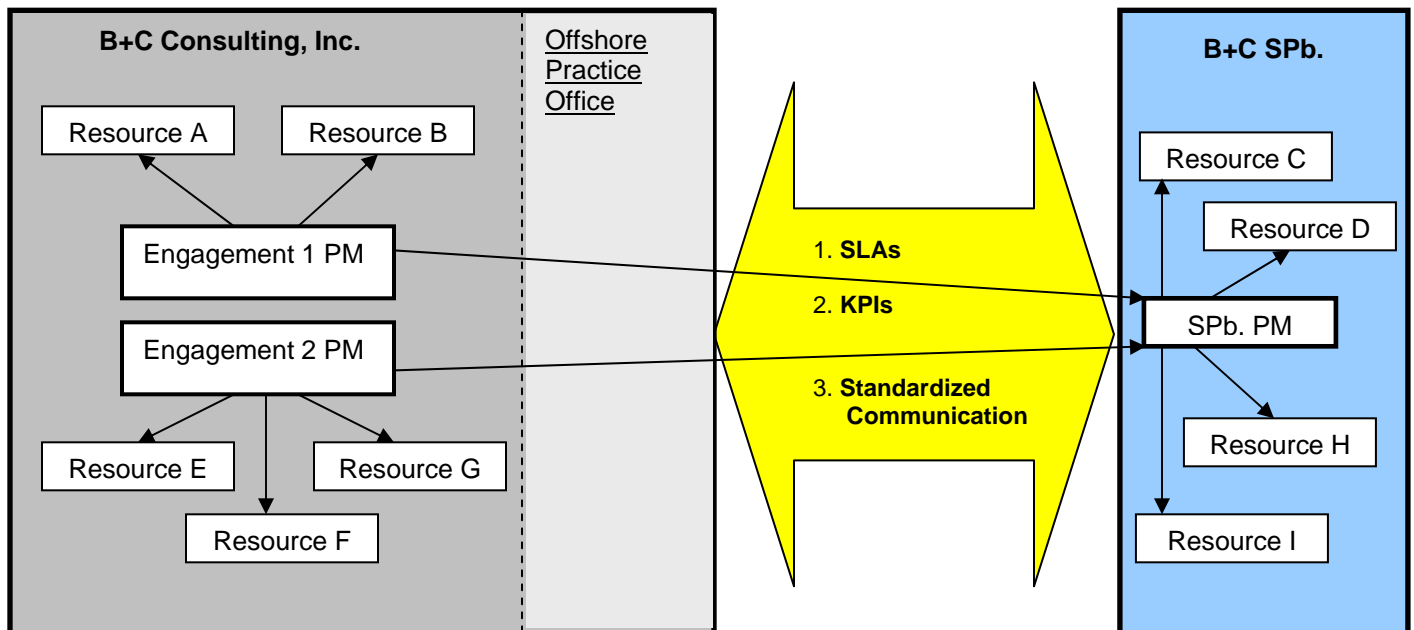
One of the characteristics that sets BCforward's OSDC apart from other offshore development centers is the list of global clients that our St. Petersburg consultants have worked with:



Coupled with multi-industry, multi-national experience, our OSDC's exposure to the true global corporations provides BCforward with a competitive edge in the global solutions delivery marketplace.

## 5. BCforward Offshore Practice

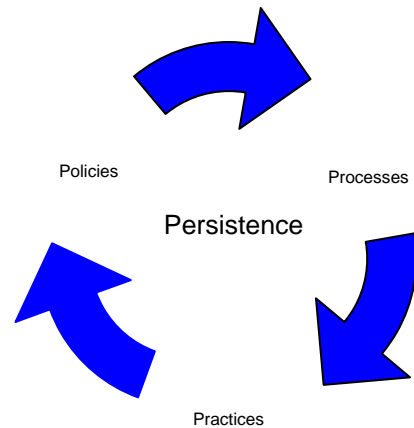
At BCforward we have established an Offshore Practice Office (OPO) to manage our St. Petersburg OSDC. Leveraging our 9-year experience in the outsourced solutions provider arena and industry's best practices in offshoring, the OPO serves as the intermediary between the US-based project teams and the St. Petersburg OSDC. Its primary role within the organization is providing a buffer that standardizes the international communications, allows for effective knowledge sharing, helps monitoring Key Performance Indicators (KPIs) and managing BCforward global SLAs. Our internationally-experienced staff within the OPO helps to bridge the intercultural gap between the on- and offshore teams and provide better collaboration in delivering value adding services for our clients.



## 6. Proactive IP Protection

At BCforward we believe that an integral part of any IT solution delivery engagement is protection of the client's Intellectual Property (IP). Nine years of US-based practice show that BCforward is fully capable securing client's IP in our development, QA and production environments. Now with offshore operations, we have replicated the best practices, processes and procedures in the St. Petersburg OSDC to prevent any unwanted leaks of the Intellectual Property.

The basis of the BCforward IP protection framework is the set of policies that define the intellectual property, identify that type of information that falls within the IP criteria, require continuous protection of IP data, establish legal responsibilities of the employees accessing IP, and provide consequences for not protecting IP. The policies are formalized with well-defined internal processes that pre-define how the IP is acquired, transferred, and protected while it resides within the BCforward environment. The key processes are subdivided into four logical layers: physical environment, IT environment, database environment and the actual protected data and/or information.



### Physical Environment:

The physical environment processes deal with the OSDC physical structure as much as the employees working in the St. Petersburg OSDC. These processes define how the OSDC is accessed during the regular business hours by employees, clients, partners and guests. They also establish the step-by-step check lists for accessing the OSDC facilities after hours and on a 7x24x365 basis. Continuous video surveillance of the facilities as well as the provisions made for backup environment for electricity, voice and data connections are integral part of the physical environment processes. The human factor is also included into the physical environment processes that outline steps for employee background checks, periodic drug screening as well as the routine positive proof of identity when accessing BCforward OSDC facilities.

### IT Environment:

The IT environment processes provide protection of the systems and data being stored in the OSDC environment. They spell out the network security design and implementation in a fashion that incorporates both BCforward corporate standards as well as the client's requirements. This includes sub-domain implementation, mixed or separate wiring schemas, firewall configuration, VPN implementation, encoding standards, and continuous surveillance for and prevention of virus attacks and unauthorized system access. These processes also outline documentation and staff training procedures.

**Database Environment:**

The database environment processes are defined to provide for easy separation of protected IP information from other related information residing in the OSDC environment. This process layer is crucial, because it defines how the IP must be handled differently from the rest of the information.

**Protected Information Environment:**

The protected information layer processes fully identify and define the level of security established for the given IP artifact. These processes outline checklists for scrambling, coding and masking IP databases before transmitting or allowing access to them.

While processes layout the groundwork for the IP protection in BCforward OSDC, it is actually the practice that provides the instructions and procedures to ensure the continuous compliance of policies and operations. Our practices include ongoing training of new St. Petersburg staff as well as refresher training for our OSDC team members. The oversight from our Indianapolis headquarters ensures that all St. Petersburg employees are constantly reminded of their responsibilities of securing the work environment and protecting the IP made available to them.

Similar to our onshore operations, due diligence, constant vigilance and discipline are important for ensuring compliance with policy and processes in the St. Petersburg OSDC. BCforward Indianapolis-based Offshore Practice Office plays a key part in assuring this compliance. It continuously monitors the St. Petersburg operations for violations and conducts the root-cause analysis when necessary. This helps our global policies, processes and practices mature as they are periodically revised for greater effectiveness in protecting the IP information.

## 7. Benefits of BCforward Off-Shore Capabilities

As a proven IT Service Provider, BCforward is well positioned to help our clients realize the many advantages of outsourcing and off-shoring their IT support services. We understand that, by nature, today's global companies can have a variety of outsourcing needs ranging from technical support of infrastructure to application support to full outsourcing of the entire IT department. Regardless of the specific need, each of our customers desires effective solutions to improve business performance and customer satisfaction through the use of technology. BCforward has responded to this need by developing solution centers for IT outsourcing – both local and offshore.

The Solution Center Offering is designed to help our clients:

- Maintain and support packaged software systems
- Maintain and support complimentary software systems
- Maintain and support custom developed software systems
- Implement and support upgrades to package software and/or custom applications
- Implement and support E-commerce solutions as an extension of ERP solutions
- Manage customer support costs
- Provide consistent levels of service
- Provide volume control and staffing/capacity analysis
- Train support staff
- Address turnover issues by partnering with a proven IT services provider

### **Breadth of Services Included in the Solution Center Framework**

The summary of services that BCforward is currently positioned to deliver to our clients on an offshore engagement includes the following:

#### *Governance / Infrastructure Support Services*

- Service Level Agreements
- Scope Management
- Issue Escalation/Tracking
- Status Reporting
- Metrics Management
- Current/Future State Staffing Analysis
- Quality Assurance

#### *Knowledge Management Application Support*

- Package SW
- Custom SW
- Package SW Security Administration
- Testing Q&A

*Call Center*

- Telephony
- Call Volume Control
- Level 1 & 2 Help Desk
- Help Desk SW

*Training*

- Support Documentation (Functional & Technical)
- End-User Training

BCforward understands the specific needs of our clients will vary. As a result, the client may desire any combination of the previously listed services as part of an outsourcing engagement. Resources from our Offshore Engagement Model (OEM) provide the ability to deliver all of the services defined by the Solution Center. These skills, in coordination with the proven methodology set-forth in this Solution Center Framework, provide the foundation for successful execution of client engagements.