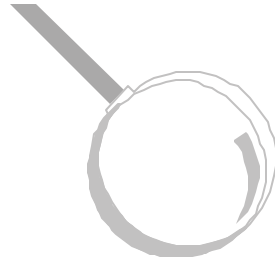


**Contracts in September 2007**

1	Sandwell council extends contract with Anite's DOCS
2	United Utilities signs Accenture for a 9-yr BPO contract
3	BSNL awards telecom services contract to TCS
4	NWCPH awards 5-Yr DPO contract to Xerox
5	KPN outsources HR and payroll services to LogicaCMG
6	BP outsources HR applications to HP Germany
7	BT awards F&A BPO contract to Accenture
8	Telecom Egypt awards CRM contract to Convergys
9	ZTE outsources MPLS and CCS to BT
10	Roche in outsourcing deal with TCS
11	AICPA awards deal to Active Data Services
12	Middle East and North Africa region banks outsource to Euronet
13	Army Battle Command in support services deal to Aliona
14	North East Lincolnshire selects Capita for 12-yr, USD 349 million deal
15	Microsoft awards 7-Yr, \$185 million global BPO contract to Accenture
16	Kinecta Federal CU to source payment processing from Online Resources
17	Wilton Re in insurance BPO contract with CSC
18	Nationwide awards payment processing and customer services deal to TSYS
19	Meridian Energy extends BPO services deal with TeleTech
20	Hawaii Med-QUEST Division extends Medicaid contract with ACS
21	New York State awards Medicaid contract to MAXIMUS
22	NUWC awards 2 support services deal to PURVIS
23	Allianz in outsourcing deal with TPF
24	Wilton Re outsources services to GeniSys
25	Dresdner-Cetelem Kreditbank awards card processing deal to First Data
26	Eudaimonia Asset Management contracts with SEI
27	AIC outsources transfer agency and output management services to Citi
28	NXP awards 5-Yr F&A BPO contract to Capgemini
29	FRM outsources fund administration and custody services to JP Morgan HFS
30	Convergys wins 3-Yr, \$46 million customer care contract from US Manufacturer



Contracts (contd.)	
31	Unnamed US client awards Healthcare BPO contract to Globberian
32	TeleTech gets contract extension from undisclosed client
33	Indian Embassy outsources visa processing to Trivisa Outsourcing
34	US Housing Agency renews contract with CGI
35	DHS awards support services contract to SI, Stanley
36	St Mary's NHS Trust outsources payroll services to ICS
37	Huber Capital awards global back-office services contract to BNY Mellon
38	DAC grants outsourcing contract to SI
39	RNK Communications awards CRM services deal to Inforonics
40	Linksys awards contact center services deal to VADS
41	OHA renews its BPO contract with CGI for 1 year



Contracts

1. Sandwell council extends contract with Anite's DOCS

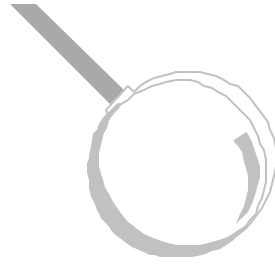
Company Name	Anite's DOCS
Verticals / Services	Public Sector
Client Name	Sandwell Metropolitan Borough Council
Contract Details	Sandwell Council has extended a five-year contract with Anite to use its managed service for handling and digitizing mail sent through the post. The original contract was signed in 2002.
Contract Tenure	5 years
Contract size	<i>Not available</i>

2. United Utilities signs Accenture for a 9-yr BPO contract

Company Name	Accenture Ltd. (NYSE:ACN)
Verticals / Services	Utility
Client Name	United Utilities
Contract Details	Accenture will provide back-office services pertaining to income, debt recovery and billing operations.
Contract Tenure	9 years
Contract size	<i>Not available</i>

3. BSNL awards telecom services contract to TCS

Company Name	Tata Consultancy Services
Verticals / Services	Telecommunications
Client Name	BSNL
Contract Details	TCS will deploy data networks for BSNL's operations across North and West India. Operational support systems, business support systems components, customer relationship management, billing, mediation, and directory enquiry will also be provided.
Contract Tenure	<i>Not available</i>
Contract size	USD 140 million



4. NWCPH awards 5-Yr DPO contract to Xerox

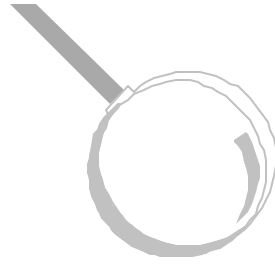
Company Name	Xerox
Verticals / Services	Non-government
Client Name	North West Collaborative Procurement Hub (NWCPH)
Contract Details	Xerox will provide a variety of document and print management services for each member of NHS Trust across the North & West India. Direct print services comprise core office functions (printing, copying, faxing, scanning, storage and retrieval of administrative documents and research papers), indirect print services comprise sourcing litho printing and provisioning of digital print services.
Contract Tenure	5 years
Contract size	<i>Not available</i>

5. KPN outsources HR and payroll services to LogicaCMG

Company Name	LogicaCMG (LSE:LOG.L)
Verticals / Services	Telecommunications
Client Name	KPN
Contract Details	LogicaCMG will manage all human resources and payroll-related functions for KPN's professionals across the Netherlands.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>

6. BP outsources HR applications to HP Germany

Company Name	HP Germany
Verticals / Services	Energy
Client Name	BP
Contract Details	HP Germany will manage HR applications of the 20,000 plus staff. HP will offer administrative works, like payroll processing, training and travel cost management.
Contract Tenure	5 years
Contract size	Not Available



7. BT awards F&A BPO contract to Accenture

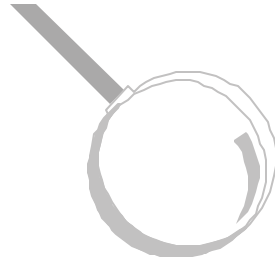
Company Name	Accenture Ltd. (NYSE:ACN)
Verticals / Services	Telecommunications
Client Name	British Telecom
Contract Details	Accenture will provide F&A services pertaining to management reporting, financial planning and analysis, closing month-end activities and budgeting/forecasting.
Contract Tenure	5.5 years
Contract size	<i>Not available</i>

8. Telecom Egypt awards CRM contract to Convergys

Company Name	Convergys Corporation (NYSE:CVG)
Verticals / Services	Telecommunications
Client Name	Telecom Egypt
Contract Details	Convergys will assist Egypt Telecom to revamp its entire billing processes on to a new billing platform.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>

9. ZTE outsources MPLS and CCS to BT

Company Name	British Telecom
Verticals / Services	Telecommunications
Client Name	ZTE
Contract Details	BT will provide ZTE with contact center services (CCS) and Multi Protocol Label Switching (MPLS) connection service across its various operations.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>



10. Roche in outsourcing deal with TCS

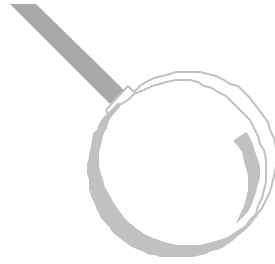
Company Name	Tata Consultancy Services (TCS)
Verticals / Services	Pharmaceuticals
Client Name	Roche
Contract Details	TCS will provide Roche services in clinical data management, clinical programming, biostatistics and drug safety support.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>

11. AICPA awards deal to Active Data Services

Company Name	Active Data Services
Verticals / Services	Non-government
Client Name	The American Institute of Certified Public Accountants (AICPA)
Contract Details	Active Data Services will provide AICPA with various printing-related services that include re-engineering services, comprising of revenue cycle management, training and member communications.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>

12. Middle East and North Africa region banks outsource to Euronet

Company Name	Euronet Middle East (ENME)
Verticals / Services	Banking, financial services
Client Name	Eleven clients in Middle East and North Africa region, includes large multinational banks such as Standard Chartered and Barclays Bank, and regional financial institutions such as Al Salam Bank, Bahrain Islamic Bank, Mashreq bank and Arab Banking Corporation Group.
Contract Details	Euronet will provide clients with debit card and ATM management outsourcing services, chip card issuing services, and services to Visa/MasterCard and National switches, network management and monitoring, security, cash forecasting, help desk and full reconciliation and settlement services. The company also provides value added services like bill payment and GSM top-up transactions.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>



13. Army Battle Command in support services deal to Aliona

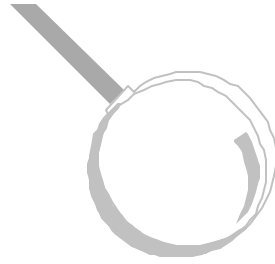
Company Name	Alion Science and Technology
Verticals / Services	Public Sector
Client Name	US Army Battle Command Directorate
Contract Details	Alion will provide expertise in analytic, engineering, programmatic, and scientific fields to support policy functions and tasks assigned to the Army G-37 Battle Command Directorate. Modeling and simulation management, education and training support, software blocking management, and monitoring of the Central Technical Support Facility at Fort Hood, Texas, are also part of the contract.
Contract Tenure	5 years
Contract size	USD 47 million

14. North East Lincolnshire selects Capita for 12-yr, USD 349 million deal

Company Name	Capita Group (LSE:CPI.L)
Verticals / Services	Public Sector
Client Name	North East Lincolnshire Council
Contract Details	A joint venture will focus on improving council services and providing business transformation and property regeneration services to the council.
Contract Tenure	12 years
Contract size	USD 349.17 million (GBP 175 million)

15. Microsoft awards 7-Yr, \$185 million global BPO contract to Accenture

Company Name	Accenture Ltd. (NYSE:ACN)
Verticals / Services	Information technology
Client Name	Microsoft Corporation (Nasdaq:MSFT)
Contract Details	Accenture will offer Microsoft with F&A services covering accounts payable, travel and expense, and record-to-report functions, such as fixed assets, general ledger, treasury, and statutory reporting. The company will also provide Microsoft with various procurement services, such as category management and requisition-to-purchase-order processing services.
Contract Tenure	7 years
Contract size	USD 185 million



16. Kinecta Federal CU to source payment processing from Online Resources

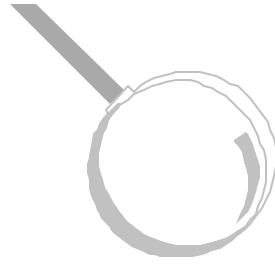
Company Name	Online Resources
Verticals / Services	Financial services
Client Name	Kinecta Federal Credit Union (CU)
Contract Details	Online Resources will manage Kinecta's bill payment processing. The company has implemented its online account opening, automated clearing house (ACH) processing, and e-Statement services at CU.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>

17. Wilton Re in insurance BPO contract with CSC

Company Name	Computer Sciences Corporation (NYSE:CSC)
Verticals / Services	Insurance
Client Name	Wilton Re
Contract Details	CSC will provide Wilton Re with a wide range of back-office administration services including policy and claims administration, customer service, billing, and premium processing to support its policyholders.
Contract Tenure	10 years
Contract size	USD 20 million

18. Nationwide awards payment processing and customer services deal to TSYS

Company Name	TeleCommunication Systems, Inc. (Public, Nasdaq:TSYS)
Verticals / Services	Non-government
Client Name	Nationwide Building Society
Contract Details	TSYS will provide credit card processing services to Nationwide and will also construct and manage the operations of a new call center to offer member support services to Nationwide.
Contract Tenure	<i>Not available</i>
Contract size	<i>Not available</i>



19. Meridian Energy extends BPO services deal with TeleTech

Company Name TeleTech Holdings, Inc. (Nasdaq:TTEC)

Verticals / Services Energy

Client Name Meridian Energy

Contract Details TeleTech will continue to provide support for Meridian's front- and back-office processes, such as customer acquisition, marketing support, merchandising, and customer management. The company will provide support for Meridian customers' queries related to billing, credit, switching, tariffs, and field services. TeleTech's customer care team will also provide support for issues pertaining to service recovery and complaint management.

Contract Tenure *Not available*

Contract size *Not available*

20. Hawaii Med-QUEST Division extends Medicaid contract with ACS

Company Name Affiliated Computer Services, Inc.(NYSE:ACS)

Verticals / Services Public Sector

Client Name Hawaii Department of Human Services' Med-QUEST Division

Contract Details ACS will continue to offer fiscal agent services, such as third-party liability; claims entry, optical character recognition (OCR), claims resolution, and adjustment; Electronic Data Interchange (EDI) claims submission services; to the state's Medicaid program. The company will also continue to offer pharmacy benefits management (PBM) services, such as pharmacy claims processing, automated prior authorizations, drug rebate administration, helpdesk services.

Contract Tenure The original contract has been extended for 6 months.

Contract size USD 6.4 million

21. New York State awards Medicaid contract to MAXIMUS

Company Name MAXIMUS

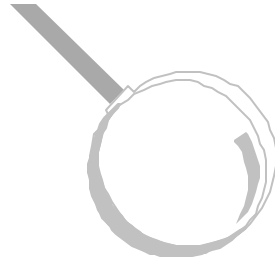
Verticals / Services Public Sector

Client Name New York State's Office of the Medicaid Inspector General (OMIG)

Contract Details MAXIMUS will provide consulting services to help combat fraud, waste, and abuse in its Medicaid program. The company will assist the state in creating and carrying out strategies for Medicaid fraud, waste, and abuse prevention.

Contract Tenure 5 years

Contract size *Not available*



22. NUWC awards 2 support services deal to PURVIS

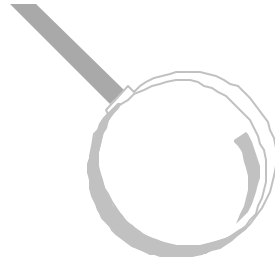
Company Name	PURVIS Systems
Verticals / Services	Public Sector
Client Name	US Naval Undersea Warfare Center (NUWC)
Contract Details	PURVIS will provide operational, technical, and engineering services support for the Fleet Installation and Facility Management branch of the Undersea Combat Systems Department.
Contract Tenure	The contracts extend for 5 years and 2 years respectively.
Contract size	Total value USD 36.7 million USD 36 million (5-year contract) and USD 1.7 million (2 year contract)

23. Allianz in outsourcing deal with TPF

Company Name	TPF Group
Verticals / Services	Banking, financial services
Client Name	Allianz SE (NYSE:AZ)
Contract Details	TPF will manage Allianz's print, mailing and transactional operation functions.
Contract Tenure	6.5 years
Contract size	USD 99.76 million (GBP 50 million)

24. Wilton Re outsources services to GeniSys

Company Name	Antares
Verticals / Services	Insurance
Client Name	Wilton Re
Contract Details	GeniSys will offer end-to-end life insurance administration services to certain divisions of Wilton's business.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>



25. Dresdner-Cetelem Kreditbank awards card processing deal to First Data

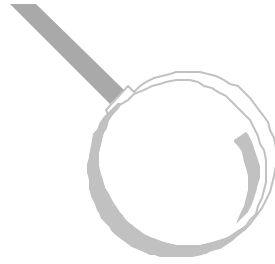
Company Name	First Data International
Verticals / Services	Banking, financial services
Client Name	Dresdner-Cetelem Kreditbank
Contract Details	First Data will be managing Dresdner-Cetelem Kreditbank's credit card processing functions
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

26. Eudaimonia Asset Management contracts with SEI

Company Name	SEI Investments (Nasdaq:SEIC)
Verticals / Services	Financial services
Client Name	Eudaimonia Asset Management
Contract Details	The deal entails SEI to provide Eudaimonia with a variety of services, such as order management, portfolio accounting, performance measurement, comprehensive reporting, business continuity, and disaster recovery.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

27. AIC outsources transfer agency and output management services to Citi

Company Name	Citigroup Fund Services
Verticals / Services	Banking, financial services
Client Name	AIC
Contract Details	Citi will offer transfer agency and output management services for AIC's various investment funds.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

**28. NXP awards 5-Yr F&A BPO contract to Capgemini**

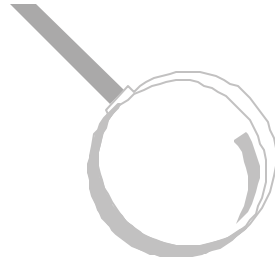
Company Name	Capgemini
Verticals / Services	Manufacturing - Electronics
Client Name	NXP Semiconductors
Contract Details	Capgemini will offer NXP with end-to-end F&A back-office services, such as Procure-to-Pay and Record-to-Report.
Contract Tenure	5-years
Contract size	<i>Not Available</i>

29. FRM outsources fund administration and custody services to JP Morgan HFS

Company Name	JP Morgan Hedge Fund Services (HFS)
Verticals / Services	Financial services
Client Name	Financial Risk Management (FRM)
Contract Details	JP Morgan HFS will be responsible for fund accounting, financial reporting, transfer agency, partnership allocations, and custody services for USD10 million worth of FRM's assets.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

30. Convergys wins 3-Yr, \$46 million customer care contract from US Manufacturer

Company Name	Convergys Corporation (NYSE:CVG)
Verticals / Services	Industrial Manufacturer
Client Name	Unnamed Client
Contract Details	Convergys will provide transformational planning, customer care support, speech applications, learning, and business intelligence solutions to support the manufacturer's contact center transformation initiative and operations.
Contract Tenure	3 years
Contract size	USD 46 million



31. Unnamed US client awards Healthcare BPO contract to Globberian

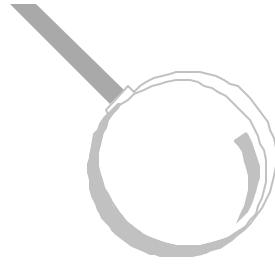
Company Name	Globberian
Verticals / Services	Banking, financial services
Client Name	Unnamed Client
Contract Details	Globberian will offer medical billing and other revenue cycle management services for over 50 physician group practices, in association with another healthcare BPO services provider.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

32. TeleTech gets contract extension from undisclosed client

Company Name	TeleTech Holdings, Inc. (Nasdaq:TTEC)
Verticals / Services	Systems Integrator
Client Name	Unnamed Client
Contract Details	TeleTech will provide support for the client's accounts in the healthcare industry. They will offer administrative services to the client's healthcare partners, and services support for a healthcare policy roundtable, a human resource policy association, and all insurance carriers that provide insurance as a part of the client's retiree health access program.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

33. Indian Embassy outsources visa processing to Trivisa Outsourcing

Company Name	Trivisa Outsourcing
Verticals / Services	Public Sector
Client Name	Indian Embassy in Washington
Contract Details	Credit and debit cards, cashier checks or money orders will be used to pay Transvisa all fees and services charges, related to visa application. They will also offer same day service for applications received at visa application centers, while applications received by post will be handled the next day. A round-the-clock call center with bilingual staff will be provided to manage visa applications.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

**34. US Housing Agency renews contract with CGI**

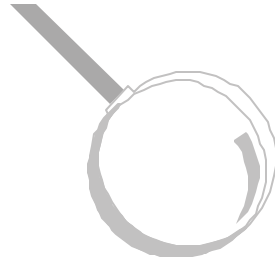
Company Name	Commerce Group Inc.(NYSE:CGI)
Verticals / Services	Public Sector
Client Name	U.S. Department of Housing and Urban Development
Contract Details	CGI Group will administer multifamily housing payments in the state of Ohio for the Columbus Metropolitan Housing Authority.
Contract Tenure	2 years
Contract size	USD 27 million

35. DHS awards support services contract to SI, Stanley

Company Name	SI Intl Inc (Nasdaq:SINT) and Stanley
Verticals / Services	Public Sector
Client Name	US Department of Homeland Security (DHS)
Contract Details	SI and Stanley will provide support in mailroom operations, electronic data entry, fee collection, and tracking and maintenance of files to the US Citizenship and Immigration Services centers. In addition, the companies will be responsible to help centers in assembling, maintaining, storing, and retrieving incoming petitions, applications, and other supporting documents.
Contract Tenure	3 years
Contract size	USD 225 million

36. St Mary's NHS Trust outsources payroll services to ICS

Company Name	ICS Computing
Verticals / Services	Non-government
Client Name	St Mary's NHS Trust
Contract Details	ICS will continue to offer St Mary's with HR and payroll software and IT consultancy services and support. It will also continue to offer an eHR service, which allows the trust's employees to access their selected personal information, update their personal data, and apply electronically to certain routine HR tasks such as leave requests.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>



37. Huber Capital awards global back-office services contract to BNY Mellon

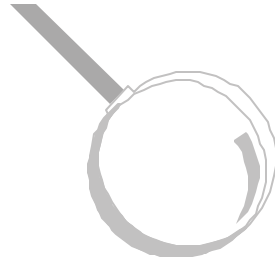
Company Name	The Bank of New York Mellon Corp. (NYSE:BK)
Verticals / Services	Financial services
Client Name	Huber Capital Management
Contract Details	BNY Mellon will provide Huber Capital with a variety of back-office support services including transaction processing, portfolio accounting, reconciliation, performance measurement, client reporting, and client billing.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

38. DAC grants outsourcing contract to SI

Company Name	SI Intl Inc (Nasdaq:SINT)
Verticals / Services	Public Sector
Client Name	US Army Defense Ammunition Center (DAC)
Contract Details	SI will create and assess training courses, offer helpdesk support services and develop Web-based development training processes for DAC. It will create a long-term training plan and deploy a learning management system.
Contract Tenure	Base period of one year and four extension options of one year each
Contract size	USD 8 million

39. RNK Communications awards CRM services deal to Inforonics

Company Name	Inforonics
Verticals / Services	Telecommunications
Client Name	RNK Communications
Contract Details	Inforonics will provide 24/7 Tier 1 customer support services for RNK's VoIP clients. In addition, Inforonics will offer Tier 2 technical support services for RNK's VoIP clients facing difficulties while setting up devices. The company will also offer customer support to RNK's prepaid calling card customers.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

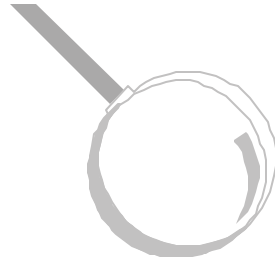


40. Linksys awards contact center services deal to VADS

Company Name	VADS
Verticals / Services	Technology
Client Name	Linksys (US-based unit of Cisco Systems)
Contract Details	VADS will provide call center and technical assistance to Linksys' customers. The former will be responsible for offering technical assistance to resolve Linksys' North American customers' issues or queries related to its products.
Contract Tenure	<i>Not Available</i>
Contract size	<i>Not Available</i>

41. OHA renews its BPO contract with CGI for 1 year

Company Name	Commerce Group Inc. (NYSE:CGI)
Verticals / Services	Non-government
Client Name	Oakland Housing Authority (OHA)
Contract Details	The contract requires the company to manage more than 25 percent of the housing portfolios across the US, which are administered under HUD's multi-family housing program.
Contract Tenure	One year
Contract size	USD 8.5 million



About ValueNotes

ValueNotes Database is a leading provider of business intelligence and research, with expertise across selected domains and types of customer needs. Working with clients across the globe we have significant understanding of international markets.

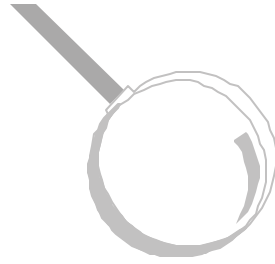
The ValueNotes Outsourcing Practice is one of the largest information providers on the outsourcing industry. Our Outsourcing Practice uses a comprehensive, analytical framework providing fresh insights into the fast emerging and yet, complex outsourcing space. We extensively track the outsourcing space in-depth through a regular analysis of news and events and continuous primary research and contact with the industry.

Research Publications

Our publications combine our extensive research experience and knowledge of the outsourcing space to bring you unparalleled insights and analysis. We continuously track all news and events in the outsourcing industry, and supplement this with extensive primary research from vendors, customers, consultants and other experts in the outsourcing space. Over time, we aim to provide a wide range of publications with differing levels of depth for the needs of different audiences.

A list of our recent publications is as follows:

- Offshoring Legal Services to India – An Update [July 2007, 96 pages, US\$625]
- Offshoring in the Publishing vertical – An Update [May 2007, 72 pages, US\$625]
- Contract Research Opportunity for the Indian Pharmaceutical Industry [April 2007, 129 pages, US\$1200]
- US Healthcare Revenue Cycle Management: Offshoring of Medical Coding and Billing Services [February 2007, 50 pages, US\$395]
- Offshoring Tax Returns Preparation to India [November 2006, 115 pages, US\$495]
- Insurance Outsourcing: India Gains Momentum As Offshoring Intensifies: Trends, Insights and Key Vendor Profiles [October 2006, 85 pages, US\$395]
- Banking and Financial Services Offshoring: From Transaction Processing to Analytics [July 2006, 90 pages, US\$495]
- Offshoring of Automotive Design and Engineering Services to India [July 2006, 74 pages, US\$495]
- The US Medical Transcription Industry: Perspective on outsourcing and offshoring [May 2006, 88 pages, US\$395]



Recent Custom Projects

In the outsourcing space, some of our recent assignments have included:

Target Intelligence	Market Intelligence
<ul style="list-style-type: none"> ▪ Evaluation and Benchmarking of vendors in the legal publishing industry ▪ Benchmarking for an Engineering Design Outsourcing operation ▪ Industry Overview and Partner Due Diligence in Medical Transcription ▪ Detailed profiles on global IT/BPO service providers 	<ul style="list-style-type: none"> ▪ Study of captive units of global banking and financial services organizations ▪ Opportunity Assessment Study: Canada as a near-shore destination ▪ Opportunities for venture capital and private equity investment in India's IT sector
Entry / Implementation Strategy	Country Analysis / Comparison
<ul style="list-style-type: none"> ▪ Study to analyze market-size and acceptance for an auditing solutions provider company. ▪ Cost analysis for a legal outsourcing vendor ▪ Setting up a captive Offshore operation for a Financial Services firm ▪ Human Resources manual for a financial services captive BPO 	<ul style="list-style-type: none"> ▪ Comparative Analysis of large IT services & BPO vendors in the US and India ▪ Competitive assessment of Call Center locations – India, Philippines, Jamaica, South Africa and Mexico ▪ Comparison of India vs./ China: Telecom Software ▪ Study of IT vendors in Poland, Hungary and Czech Republic

Note: This is not a complete list

To learn more about the ValueNotes Outsourcing Practice or provide us with your feedback on this research, please contact us at:

ValueNotes Database Private Limited

Address: 301, Venus Point, 1226/1 Off F.C. Road, Pune – 411004, INDIA

Tel: +91 20 66010423/24

URL: www.valuenotes.biz

Email: bporesearch@valuenotes.biz