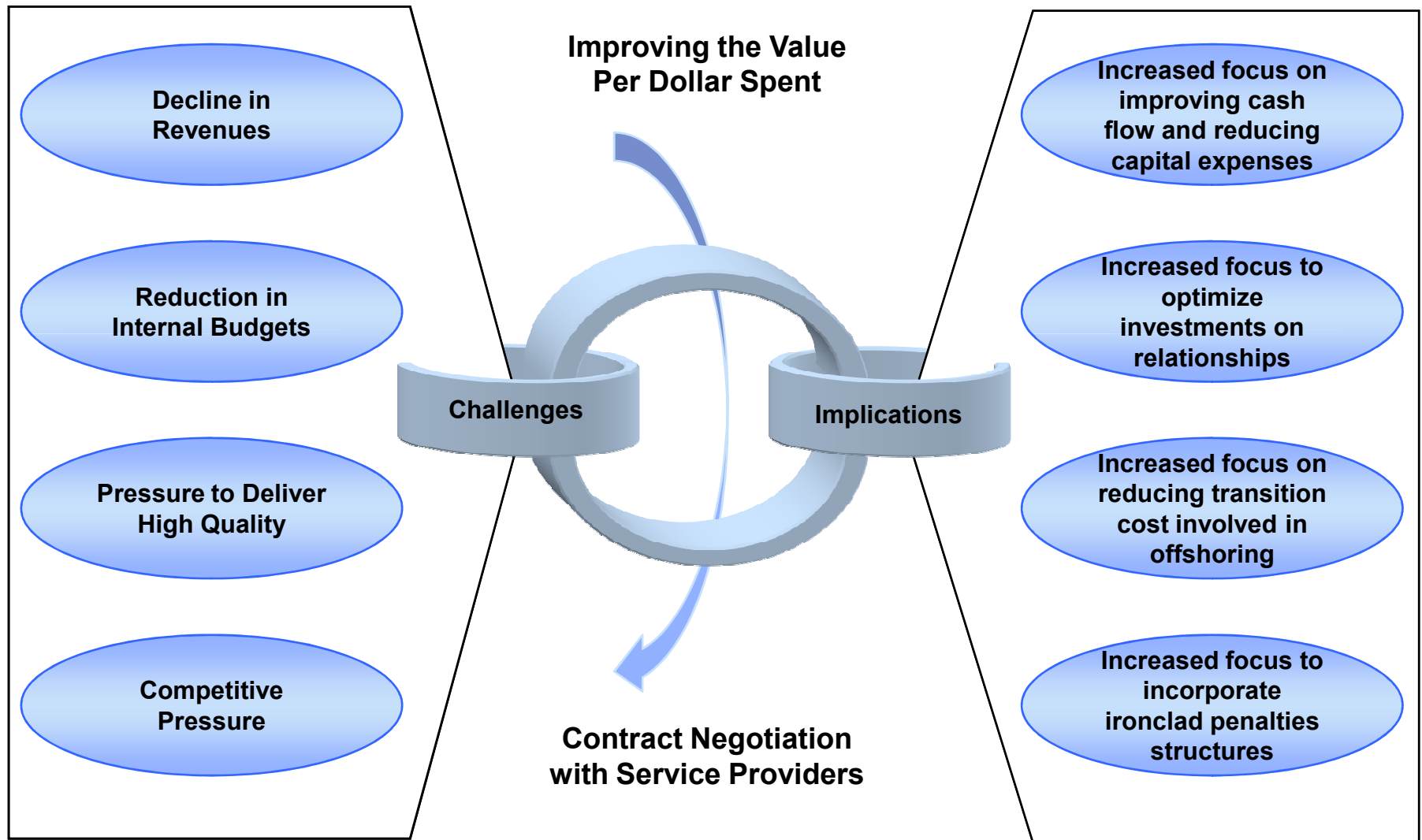


Time to Negotiate Contracts

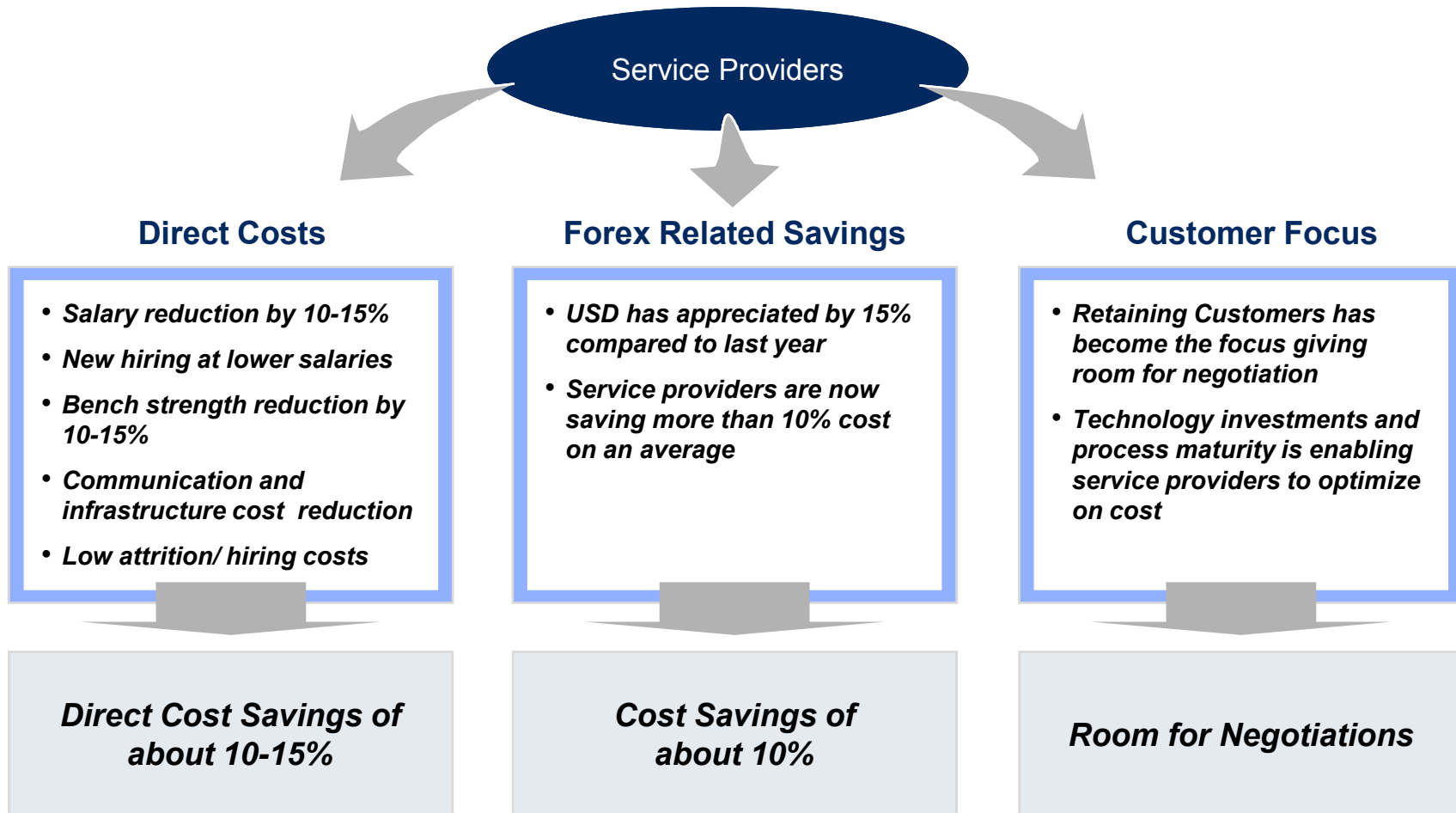
January, 2009

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Pressure on organizations to improve value per dollar spent is mandating companies to optimize their offshoring relationship with service providers

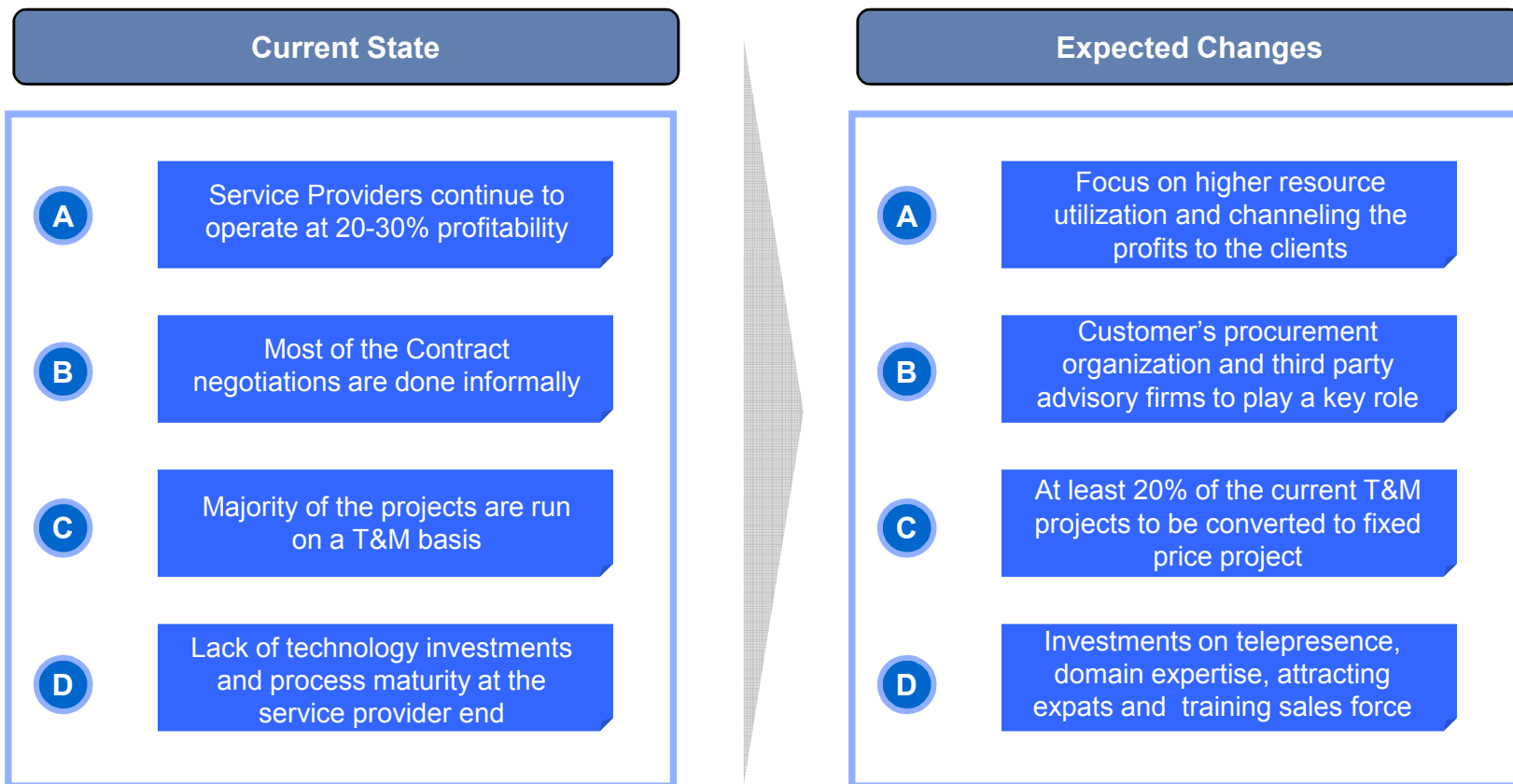


In the current economic reset service providers are also able to reduce their cost by 20-25%, thus creating room for negotiation

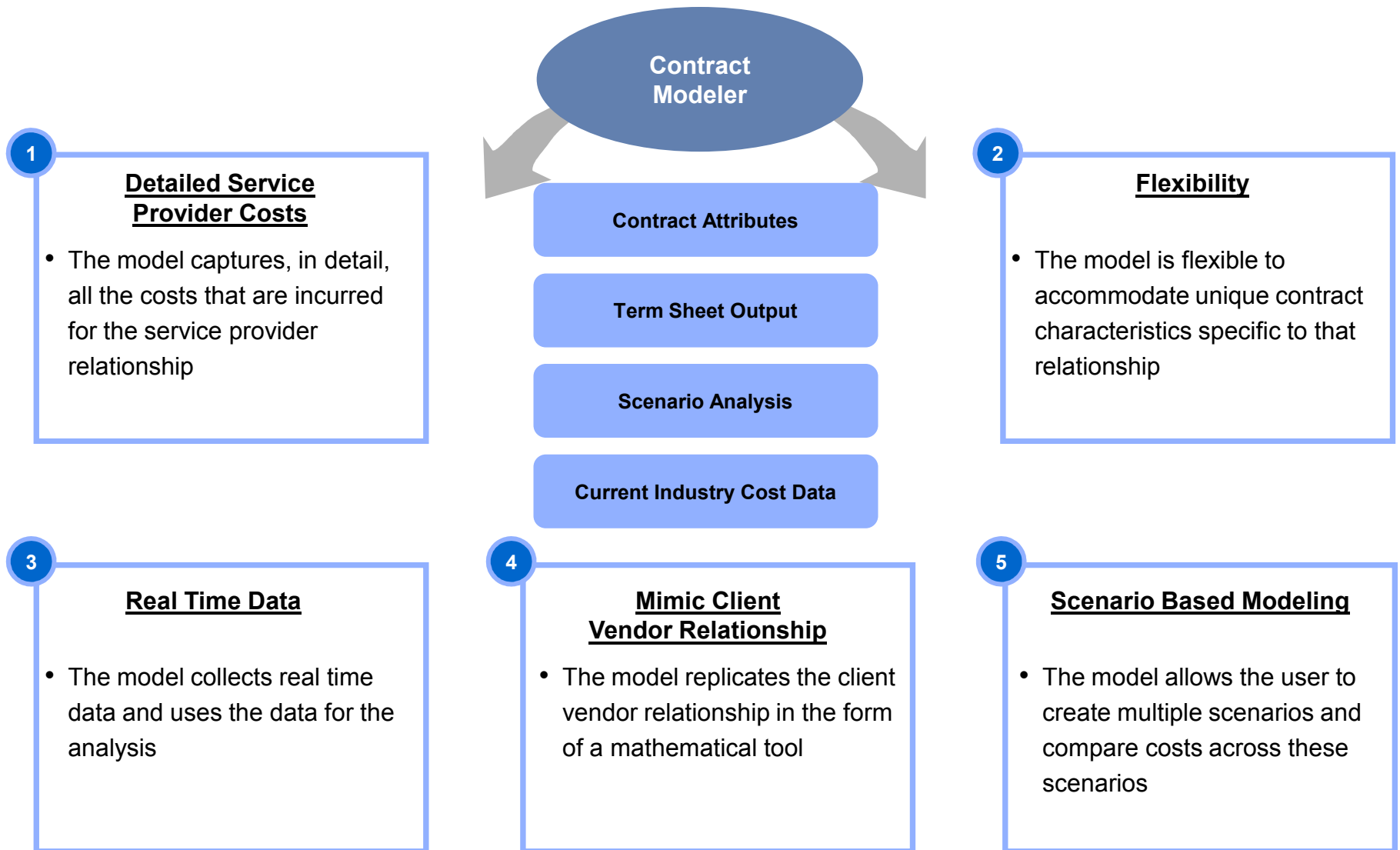


Trends suggest that more and more companies will look towards negotiating contracts with service providers in the next 2 quarters

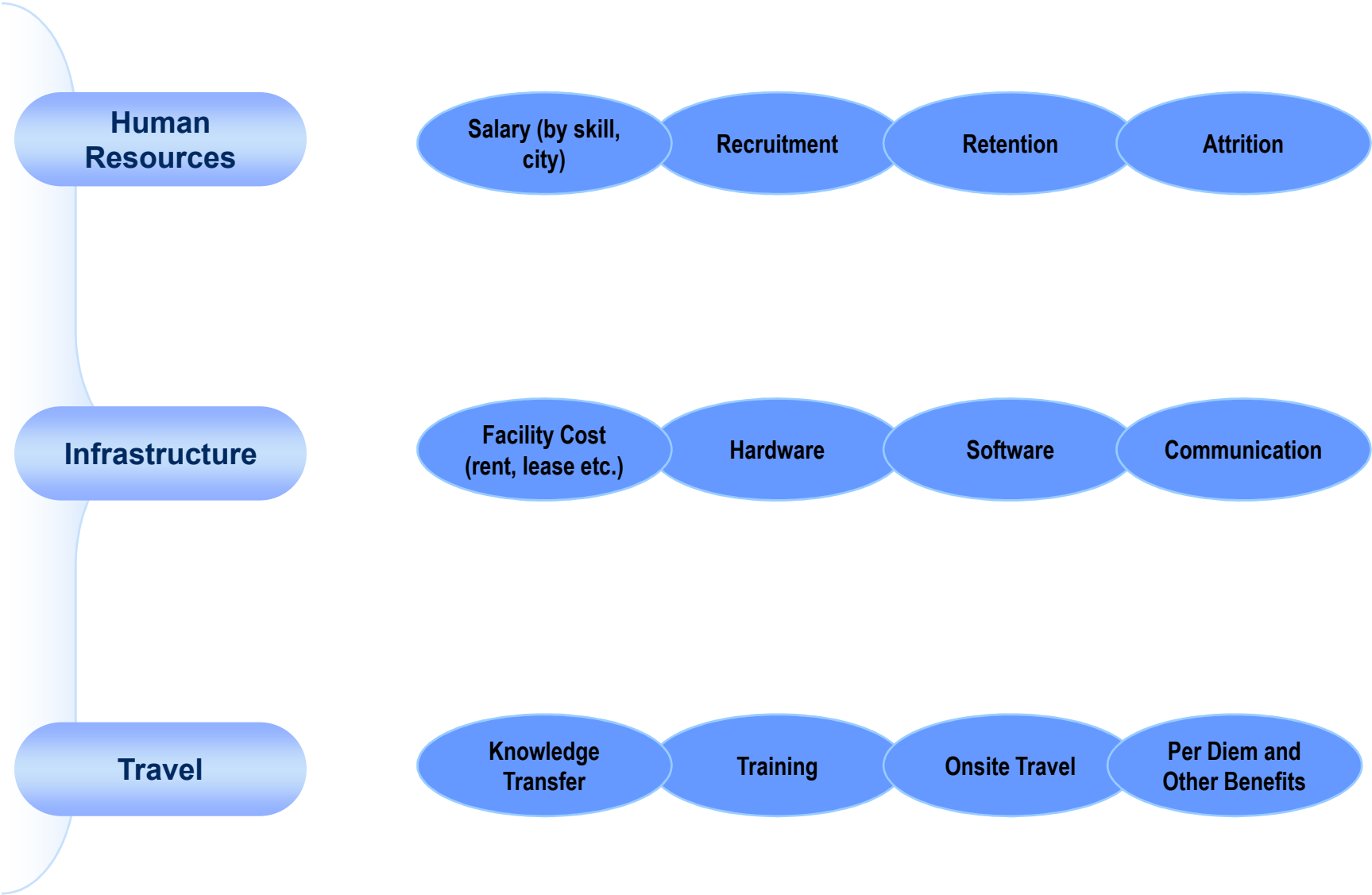
We estimate over 70% of the customers will renegotiate their contracts during the next 2 quarters



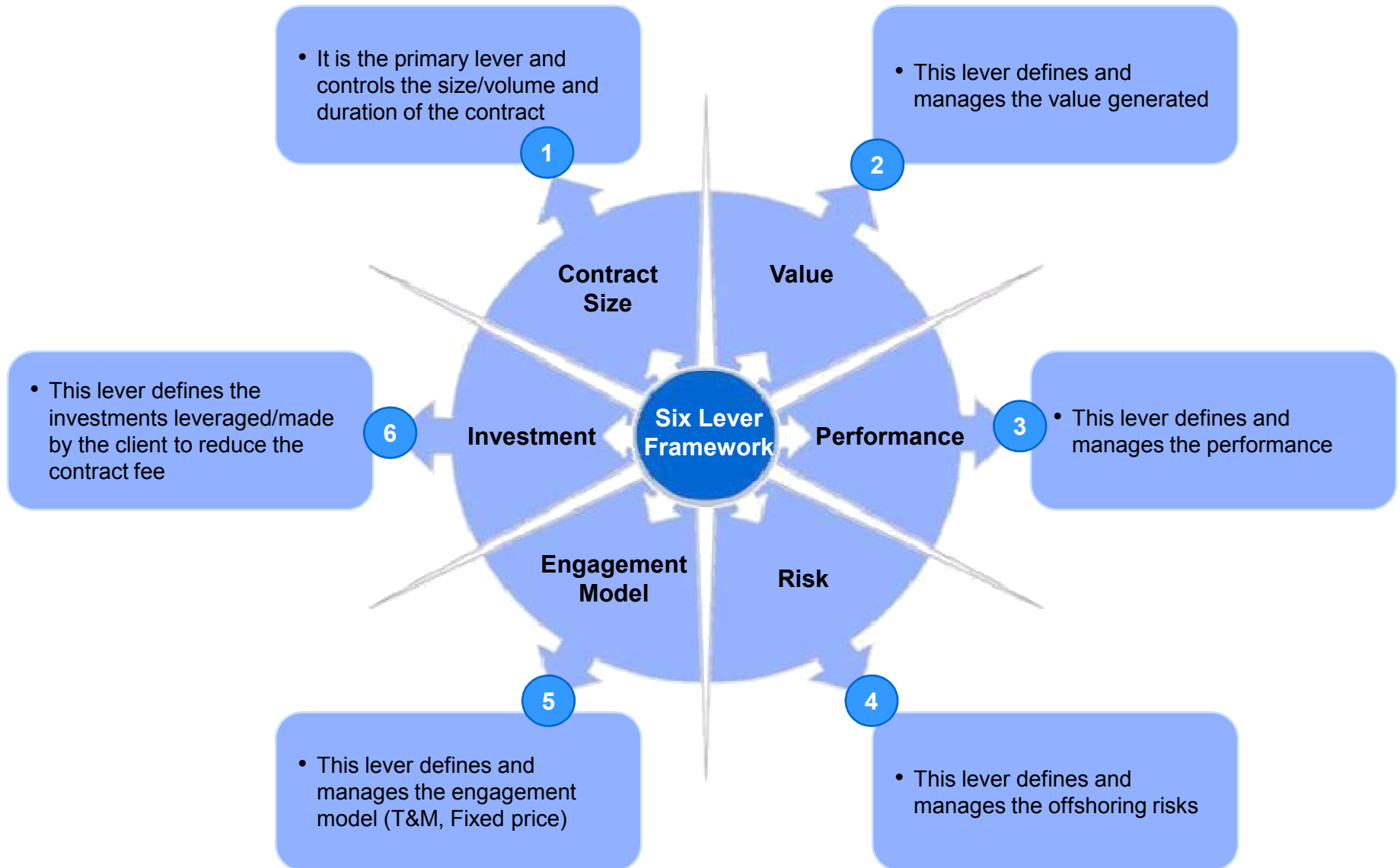
Zinnov has developed a flexible contract model that allows organizations to do a objective analysis of the service provider costs



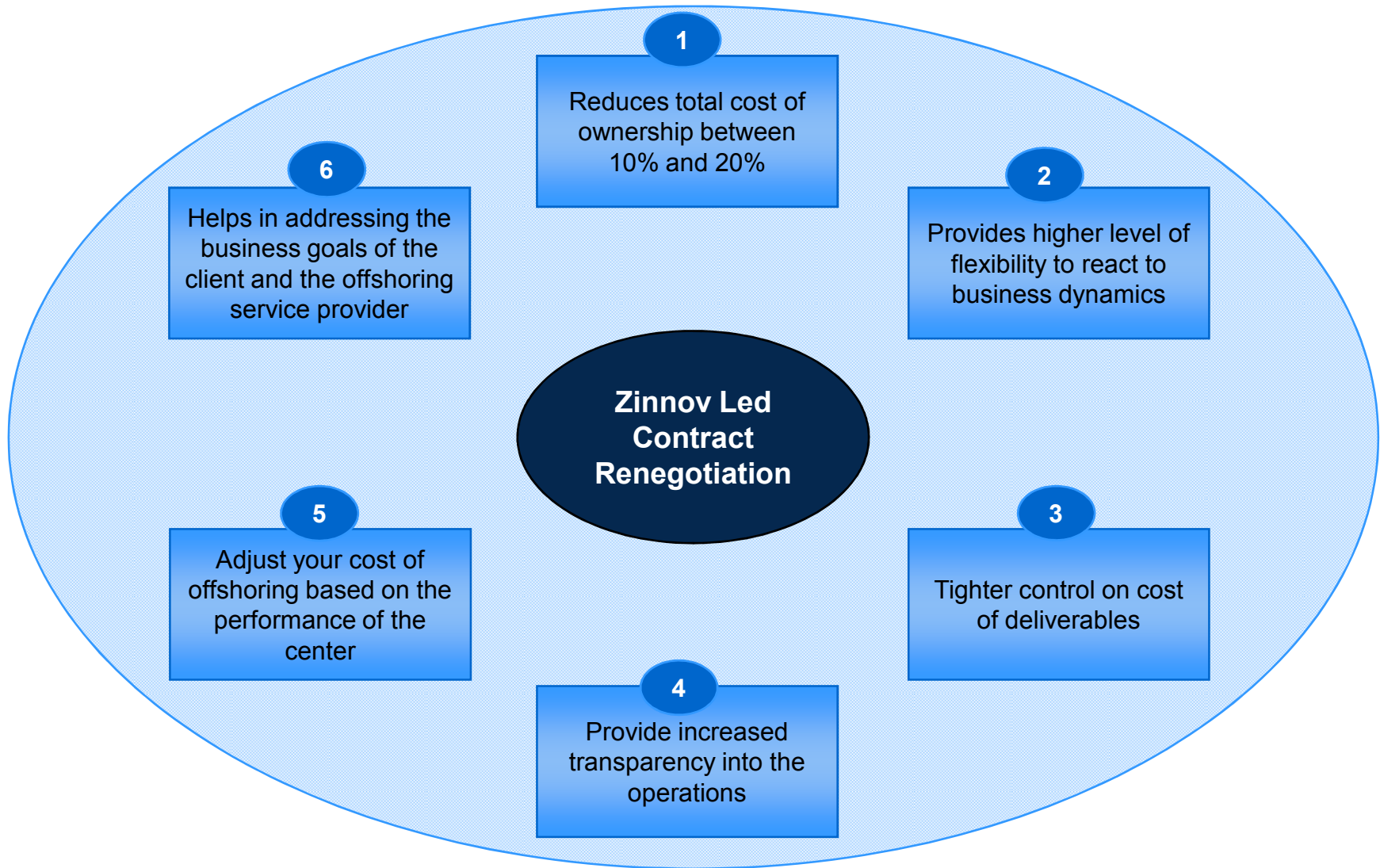
The model captures real time industry data across an exhaustive list of parameters



The model helps companies put a control on six levers to optimize on cost incurred for the service provider relationships



Contracts renegotiated using the model significantly improve the effectiveness of the offshore contracts



Thank You !

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