IT Staff Augmentation & Consulting

Project Management • Business Process Outsourcing

Artech
INFORMATION SYSTEMS L.L.C.

Achieving Every Day ™

Providing business solutions worldwide leveraging people and technology™

"I believe Artech's continued success is due to keeping our focus on the end product at all times, standing by our commitments, recognizing our resources, and providing the best, innovative service to our customers.

"There is no substitute for hard work. A business will be successful if and when its delivery team is committed to the leader's vision and believes in it. This is Artech."

- Ranjini Poddar,
President, Artech

Our Mission is to achieve excellence in providing the best value solutions to our clients and promoting the highest standards of quality, integrity and mutual respect.

Artech Information Systems L.L.C., a certified Minority- and Woman-Owned Business Enterprise, provides IT Staff Augmentation and Consulting, Project Management and Business Process Outsourcing services for an extensive commercial and government client base.

Artech was founded in 1992, in the midst of a recession and a time of invention and development in the Information Technology industry. Corporate America was realizing the value of outsourcing technical support and Artech came about through the anticipation of this increased need.

Artech has developed resources to include an in-house development center within its headquarters in Cedar Knolls, New Jersey, an ISO 9001 certified and SEI-CMM compliant offshore development facility and a solutions development center in India. Artech has also opened regional offices in Dalian, China as well as Fremont, California and Vienna, Virginia and has numerous field offices across the United States.

Artech has exceeded revenue goals growing at more than 35% each year since 1999 while expanding service lines, incorporating a team today of nearly 100 support staff and over 2,000 field consultants at 15 global locations, and receiving Tier-1 Vendor and Preferred Supplier Diversity status with over 25 Fortune 500 companies.

Artech's solutions have been designed to address all areas of critical needs in managing its clients' strategic eBusiness and IT investments including:

- Recruitment, Fulfillment, and Consultant management
- Project Implementation and Management Services
- Software/Application Development and Management Services
- Product Development, Support and Release Management Services
- Testing Services
- Conversion, Migration, Porting and Re-engineering Services
- Help Desk Support Services
- Documentation Services
- Translation Services
- Global Onsite/Offsite/Offshore Service Delivery 24/7

"I am very proud to be a part of Artech. Its leadership team takes us to new heights of success through their open communication and constant guidance in helping us to meet our client goals."

-Anil R., Consultant

REAL STATISTICS
- ✓ 90% of Artech consultants are degreed in Computer Science or equivalent
- ✓ Artech has less than 4% employee turnover

Artech believes its consultants are skilled professionals providing immense value to business enterprise in times of explosive technological change and contributing directly to our client's growth and success.

Artech's resourcing and placement system enables our recruiting team of professionals to recruit the best candidates in the most efficient manner using the latest technology.

Artech recruits consultants who have the ability to translate business objectives into technical solutions, technical skills to build the vision, and project skills to deliver on time with the commitment to be a top performer in delivering to our clients.

Artech's consultant management process involves:
- Employee confidentiality and customer non-disclosure sensitivity
- Background check and drug testing
- Employment eligibility verification
- Corporate culture counseling
- Customer feedback and quality assurance

Artech's Consultant Training Process Includes:

Technical Training
In-house sessions
Classroom sessions
Mentoring programs
Project training
Remediation programs

Operations Training
Sourcing – Center of Excellence
Relationship management
Mentoring, coaching, counseling

Our consultants are subject matter experts in such areas as:

Client/Server Application Development
Applications/System Programming
Object Oriented Design and Development
Mainframe Legacy Systems Maintenance
Web Design and Development
Web Application and Content Management
Relational Database Design and Development
Quality Assurance and Porting
Network Architecture, Planning, Development, Implementation
Implementation of ERP solution

REAL STATISTICS
Artech is a 'Top Five' Supplier to more than five Fortune 500 clients

Artech was rated a 'Top Performer Quality, Cost and Timeliness' by Dun & Bradstreet and received outstanding performance reports on:

- ✓ Timeliness-delivery or performance
- ✓ Problem responsiveness
- ✓ Total cost value
- ✓ Technical expertise of service purchased
- ✓ Attitude of supplier personnel
- ✓ Quality of service

Artech offers multiple project delivery models from which our clients can choose – Onsite, Offsite, Offshore – depending on various factors like work requirements, cost constraints and client preference.

Artech has extensive experience in Project Services in assembling, deploying, and managing large teams for rollouts, installations, and migrations.

Artech considers quality to be a strong focus area in the entire Project Management process. Artech's internal quality processes are defined by our SEPG (Software Engineering Process Group) as per SEI-CMM standards.

Artech's Quality Management System and quality-certified development centers ensure that all deliveries meet exacting standards and provide our clients the following benefits:
- Significant cost savings
- Quality processes
- Dedicated development space, hardware, software
- Communication links and manpower resources
- Access to a large pool of skilled professionals
- Shortened lead times for Project start-ups
- 24 x 7 Approach
- On time deliveries within budgeted costs
- Work delivered to committed service levels
- Access to Senior Management for Project issues
- Extensive experience working with other Fortune 500 clients in various domains

Project Services Include:
- Software/Application Development Services
- Software/Application Maintenance Services
- Product Development, Support and Release Management Services
- Testing Services
- Conversion/Migration/Porting Services
- Re-engineering Services
- Help Desk Support Services
- Documentation Services
- Translation Services

*"Business processing is the core of managing our business - so we manage it seriously. We went through the pain of our own BPO pilot program to bring our operational excellence to you. We know what works and what doesn't. Since 2003 Artech has achieved a continued annual cost operational **savings of 50%** utilizing its own BPO services."*

 - Ranjini Poddar, President, Artech

REAL STATISTICS

Artech's BPO services can save medium- to large-sized corporations **an average cost benefit of $9.7 Million - $18.4 Million per year.** The savings can vary from 40 - 60% of the total operational costs.

Artech can help you improve the quality of your business processes while managing your bottom line.

Artech provides your business the flexibility to respond to a rapidly changing marketplace and scale operations up or down as conditions dictate utilizing world-class technology.

Artech has utilized its own BPO services successfully since 2003 enabling Artech to continue to grow at an average rate of more than 35% annually.

Partnering with Artech affords your company the following advantages:
- Artech provides lower personnel costs and lower overhead
- Significant improvements in the quality of your business processes
- Educated workforce
- Large pool of talent with 24/7 global support
- Capital efficiency
- Revenue enhancement

Artech's BPO services include:
- Voice and data based services
- Human Resources, Payroll and Recruitment Services
- Financial and accounting services
- Account management services

Artech understands the objective of any Business Process transition to include:
- Ensuring minimal disruption to the end
- Customer's contact experience and seamless service delivery
- Migrating processes to deliver existing quality levels
- Aiming to surpass the existing levels and quality (per SLAs agreed)

The 5 key elements of transitioning a Business Process followed at Artech are:
- Migration Planning
- Process Understanding
- Program Design and Development
- Program Implementation
- Communicate-Communicate-Communicate

CLIENTS
Engagement Snapshots

"Your team's knowledge, broad range of technical skills, and strong work ethic were key factors delivering effective customer service during the last three years!"

- State of Maryland State Retirement Agency

Artech Values
Customer Satisfaction
Dependability
Flexibility
Integrity
Respect
Teamwork

GENERAL ELECTRIC Institutional Reporting System Artech's solution to GE's need for an efficient reporting system of a $4.5 billion institutional fund included an extensive business analysis leading to a comprehensive internet based solution allowing users to generate management/investment reports.

JP MORGAN / CITIBANK Operation Support Services
Artech managed a variety of maintenance and operational support projects and provided expertise in several telecommunication areas.

INTERNAL REVENUE SERVICE Tivoli Integration And Testing Artech provided testing of software functionality across multiple interfaces, designed test plans and procedures for COTS integration and provided expertise for the Tivoli Software Suite, and Netview.

STATE OF MARYLAND Retirement And Pension Systems Artech assisted with project management, application enhancement and maintenance of the retirement benefit system application and supported processing retiree and beneficiary payments, payroll, and pension processing.

NASA Framework & Implementation Plan NASA developed an ontology solution that enabled the effective management and access of Space Shuttle system artifacts. This required Artech to evaluate existing ontology models to assess their suitability for integration into the solution and deliver the Design Work Plan, Communication and Risk Plan, Framework and Implementation Plan.

U.S. POSTAL SERVICE Oracle Data Development Artech assisted with data integration tasks to provide a fully integrated General Ledger that incorporated complex systems, legacy systems and systems undergoing development. Artech provided expertise within Oracle applications and supported reports development and the related databases and applications.

REAL STATISTICS

Artech has follow-the-sun-support with global locations and 1,900+ employees

CERTIFICATIONS

MBE
WBE-WBENC
NMSDC Corporate Plus®
SEI-CMM
ISO 9001:2000
ISO/SEI 27001:2005
Eligible for DoD contracts

MEMBERSHIPS
WBENC
NMSDC
National Association of Computer Consulting Businesses
Employment Association of New Jersey

Artech's successful relationships with diverse Fortune 500 Companies as a Preferred IT Services Supplier has been instrumental in enabling Artech to become an expert in six key verticals:

- Banking, Financial Services, and Insurance
- Manufacturing
- Pharmaceutical
- Telecommunications
- Technology
- Government – Federal, State, Local

Artech delivers to its clients not only IT subject-matter expertise but also industry-specific functional domain experience together with regulatory compliances.

Artech also organizes training for its employees in industry specific regulatory compliance and validation requirements such as the Sarbanes-Oxley Act and 21 CFR.

Artech continually evaluates domestic and global IT industry trends and evolving market dynamics to manage its company operations in-line with these hottest market trends and raise the bar on service levels.

Artech also monitors trends in its key vertical industries to bring new innovations and insights to its clients and share its ongoing learning in effective and efficient delivery of industry-specific functional solutions.

As a result of its industry-specific expertise, Artech has been invited to clients' executive management sessions to provide suggestions for qualitative improvements in the clients' IT processes, productivity and strategy.

AWARDS & RECOGNITION

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MBN 100 Top Diversity Supplier
#37 in 2007 & **#56** 2006

Deloitte Technology Fast 50
for NJ (2007, 2006, 2005,
2004, 2001 & 2000)

CRN Fast Growth 100
#9 in 2007 &
#37 in 2006

Inc.: "Fastest Growing
Companies in America"
#41 Top Companies in
NY-Northern NJ-Long
Island, NY-PA-NJ (2007)
#59 Top Companies in
IT Services (2007)

DoD Mentor Protégé Nunn
Perry Award winner (2005)

NJBIZ 50-Fastest Growing Companies
(2007, 2006)

A Deloitte Technology Fast 50 Company for NJ –
2007, 2006, 2005, 2004, 2001, 2000

2007 | MBN 100 Top Diversity Supplier
Minority Business News USA Magazine

Finalist - Entrepreneur of the Year Program®
Ernst & Young

Ranked #41 and #59
Inc.: Fastest Growing Companies in America

Fast Growth 100
CRN Magazine

NJ's Finest – 50 Fastest Growing Companies
NJBIZ Magazine

Finalist - Entrepreneur of the Year Program®
Ernst & Young

2006 | MBN 100 Top Diversity Supplier
Minority Business News USA Magazine

Best 50 Women in Business
NJ's Finest – 50 Fastest Growing Companies
NJBIZ Magazine

Fast Growth 100
CRN Magazine

2005 | DoD Mentor Protégé Nunn Perry Award
Department of Defense

Fast 25 Award
Women Presidents Organization and *Fast Company*

2003 | SBA Subcontractor of the Year
Small Business Association

2002 | Top 50 Asian American in Business
Asian American Business Development Center

Entrepreneur of the Year
Asian Women In Business

2001 | Finalist - Entrepreneur of the Year Program®
Ernst & Young

2000 | DISA Mentor Protégé Program
Booz Allen Hamilton

1999 | Top Performer Quality, Cost and Timeliness
Dun & Bradstreet