

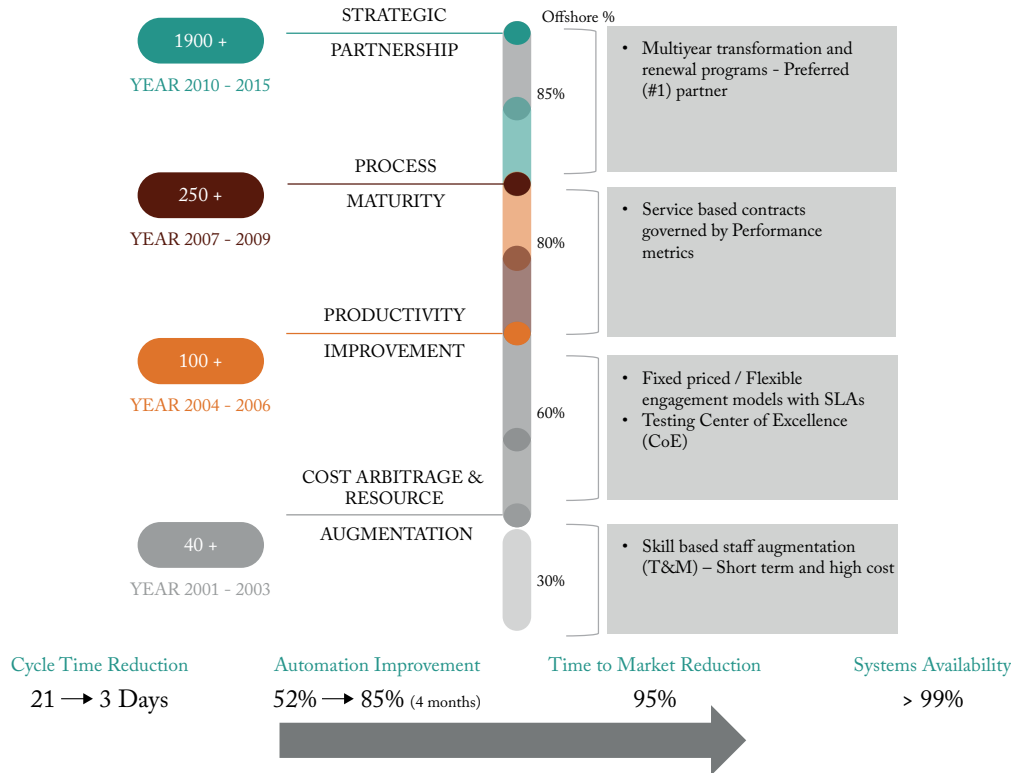
A Partnership to Deliver Business Transformation and Efficiency

In 2001 a Fortune 100 American logistics company was looking to test their applications and optimize costs. They partnered with Syntel for skill-based testing services. This marked the start of a collaboration which has matured and expanded over the years. With time, the Syntel-client partnership shifted focus from project-specific deliverables to value creation and innovation across business processes.

GROWTH STORY

Syntel's first project was cost arbitrage and resource augmentation models in testing services. Today, Syntel is involved in providing IT solutions in various key functional areas. Syntel enabled the client to achieve automation, process efficiency, improved quality, and lower costs, thereby winning accolades as one of the best IT services vendors and largest development partner.

INCREMENTAL VALUE THROUGH DELIVERY MATURITY



BUSINESS BENEFITS

- \$3.6 million cost savings driven through the continuous improvement of a unique model of client partnership such as Value Innovation Program (VIP)
- Reduction in POS testing cycles through automation — from 21 days to 2 days
- ~80% reduction in testing time for critical modules of global revenue services and planning
- \$1.2 million cost savings each year in document storage
- 12% boost in revenue through end to end automated testing for expansion of shipment services programs
- 28% reduction in lead time in freight inspection and 80% more accurate
- 30% lower total infrastructure costs through re-engineering various legacy systems

Syntel Enablers

- Automated tools for logistics labels testing
- Label Certification Program Dashboard (LCPD)
- Automated Revenue Test (ART) cases validation tool
- Barcode Analyzer Reader Tool (BART)
- Auto build tools in support of agile development and testing projects
- Optimization and cross platform test automation tools
- Automated partner certification and integration
- POS Testing automation



\$3.6 million cost savings through our value innovation program.

SYNTEL'S SOLUTION

Syntel teams have developed new solutions, maintained existing ones, and ensured quality across multiple operating companies and more than 12 key functional areas. Our experience and expertise includes:

Functional Areas

- Customer account management
- Pricing and contract management
- Inventory management
- Inbound/Outbound logistics
- Warehouse, dock, and yard management
- Transportation management
- Distribution management
- Revenue systems — rating and invoicing
- Customer service — interaction and claims management
- Billing applications — invoicing and settlement
- Product management

Service Areas

- Development
- Support and maintenance
- Quality assurance
- Business analysis
- Architecture services
- Enterprise application and integration
- Cloud services
- Mobility solutions

SYNTEL ADVANTAGE

Some of the major projects and immense value successfully delivered by Syntel include:

- Multi-year, multi-phased global rollout of a new pricing and contract management system to provide significant agility to global sales efforts and value propositions
- USD 56 million increase in revenue anticipated through enhancements in freight inspection tools
- \$150 million annual increase in revenue expected with development of cargo dimensioning and pricing systems
- Billing and settlement system enhancements will potentially earn \$172 million in late fee penalties over the next five years
- Development of real time shipment online tracking and monitoring systems to drive improvements in supply chain collaboration and customer satisfaction
- Crucial support for multichannel commerce platforms for the retail arm to continuously boost online revenues and attract new customers
- Creation of a centralized data repository and BI/Analytical reporting system
- Automation of testing and quality assurance for global tracking of large shipment applications
- Quality assurance for low-weight package delivery tracking application and custom critical testing of ground movement applications
- Independent certification of partner integration allowing significant flexibility in global business model and scale
- Integrated IT-KPO-IMS-testing shared services (65% savings synergy based model)

