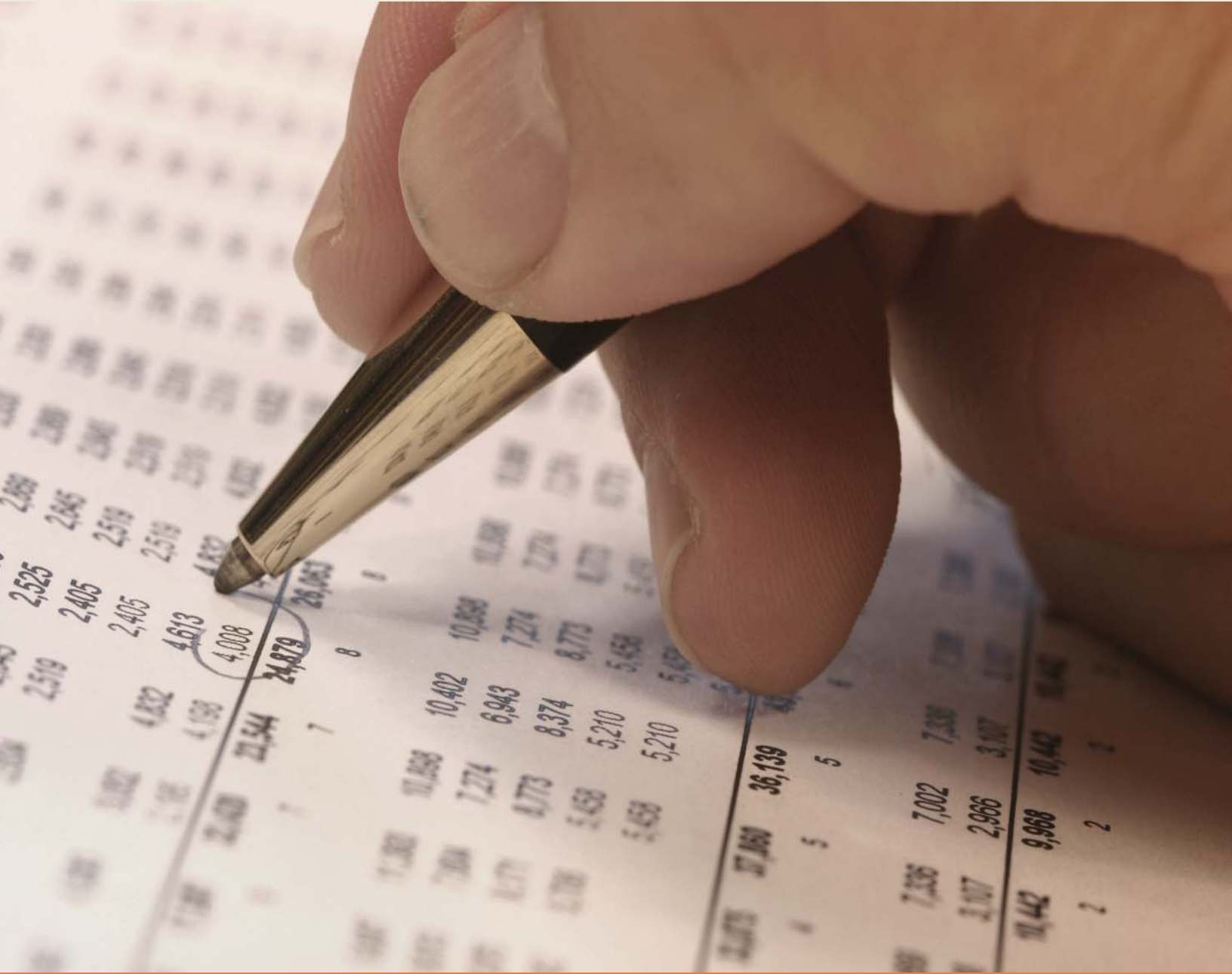


Moving your business beyond maintenance



APPLICATION MANAGED SERVICES



■ *Save money... and do more?*

It's a common problem

- Your technology systems provide a mission-critical foundation for your business operations
- You face IT skills, availability and turnover challenges in your workforce
- New technology opportunities are increasingly at odds with your aging legacy systems, and
- Operational IT maintenance is not your only important business objective.

All of your IT systems were implemented to provide valuable information, reduce costs, and increase your service levels. But after years of organizational changes, introductions of new separate systems, and expanding number of providers and technologies, you are finding that management of operational systems is consuming time and resources at increasing and unpredictable levels, and these maintenance activities are diminishing your ability to focus on important broader goals.

Sound familiar?

Quartech has the solution. With over 25 years of operation in BC, Quartech is proud to offer world-class Application Managed Services in your local market. Driven by our desire to serve your individual needs, we will help you strike the right balance between reducing your operational costs and increasing the reliability and responsiveness of your applications in service of your more important business objectives.

Through our Application Managed Services, we sell predictability *and* possibilities; the predictability of reduced ongoing cost and increased reliability, *and* new possibilities for modernization and enhancement of your systems that enable your broader goals.

Together, we can move your business beyond maintenance.

Success Story **Ministry of Housing and Social Development**

■ *The Ministry Problem*

As part of an extended provincial and federal network, MHSD provides a number of important assistance and employment services to over 140,000 individuals per month through their 2000 Ministry staff, 89 offices, 19 service branches and 3 phone service centers.

Like most service organizations, prior to 2002, MHSD's adoption and reliance on information systems was increasing. With the addition of each new system, project delivery, application management, IT process alignment, and management of internal and contracted IT resources were becoming more complicated and expensive.

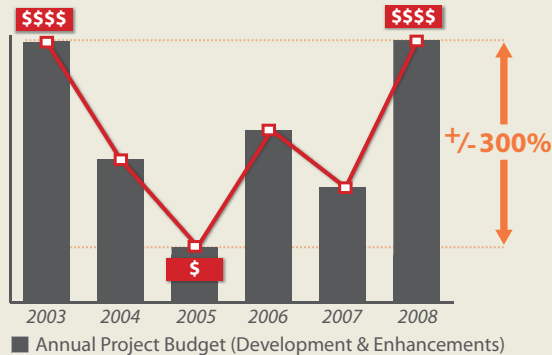
By the end of 2002, a negative trend was apparent; MHSD was allocating a greater level of management time, resources and budget to application maintenance and legacy IT projects, and this was siphoning organizational capacity away from essential service areas. MHSD needed a partner that could consolidate these services, ensure alignment with industry best practices, and leverage common systems and processes to reduce cost and risk while improving the performance of mission-critical applications.

■ *The Quartech Solution (2003-Present)*

Executing quickly on an approved transition plan, the Quartech team went to work consolidating government and third-party resources into an integrated, cohesive team. MHSD was provided with a single point of contact, the inefficiency of the previously blended ownership structure was eliminated, and key resources with years of application knowledge were successfully retained. Leveraging a blend of internal systems and industry best-practices, Quartech began to unlock vast improvements in efficiency, and established a predictable foundation for IT management that continues to deliver business value today.

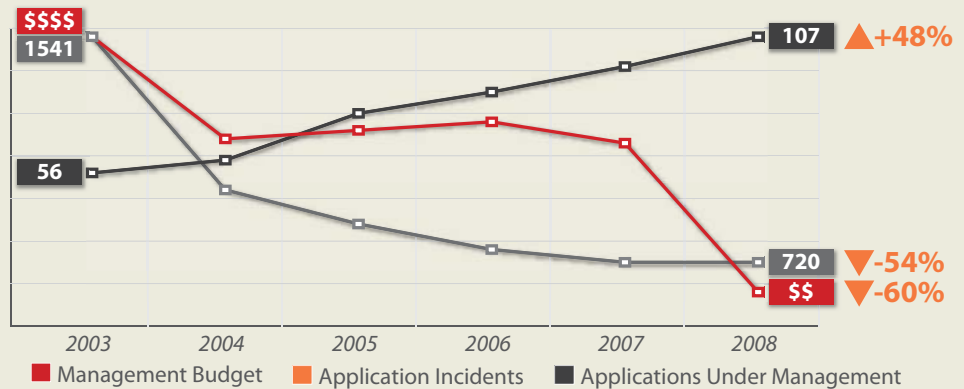
■ *The Results (2003-2008)*

MHSD's expectations were clear; reduce cost, reduce risk, and increase performance, and all while continuing to add new systems and improve existing systems. At Quartech, we are very proud of the measurable results we provided the Ministry in this large long-term account across all of their important outcome areas.



Faced with wildly unpredictable project volumes and annual budget fluctuations that exceeded 300%, Quartech was not only able to maintain the core team and subject matter expertise necessary to deliver on tight timeline Ministry-specific projects, but also ramped up the highly skilled teams necessary to implement completely new efficiency processes and tools (i.e. Corporate Data Warehouse with Cognos 8 BI Tools)

Through newfound efficiencies, MHSD realized an immediate savings of over 30% in the first year, and a 60% reduction by the end of the 2003-2008 term. While keeping management costs under control, systems reliability was improved (incident requests were reduced by 54%) and all while new projects increased the total number of applications being managed by 48%!



■ Ensuring your long-term success

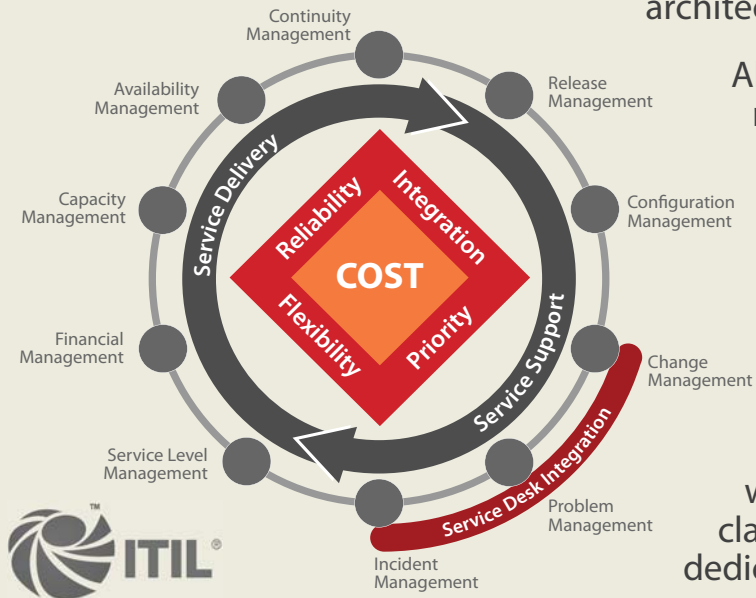
At Quartech, it's your individual business needs that govern our approach to application management services.

At the core of all of our managed services deployments are significant cost reduction and greatly improved financial predictability. But true success is not achieved by cost-cutting alone. Our approach continually balances organization priorities, mission-critical application reliability, integration of interdependent systems and vendors, and responsiveness to opportunities for enhancement and improvement.

To ensure that you can always leverage the best resources, tools, and processes, our service management is based on the Information Technology Infrastructure Library (ITIL), professional project and portfolio management practices and enterprise architecture standards.

All of our processes are measurable, which means you always have access to the performance, volume and cost data that you need to make accurate informed decisions and closely monitor service levels.

As important as these factors are, the real key to your long-term success is alignment with a partner that you can trust; a partner with the proven ability to meet your current needs, *and* the organizational flexibility to be responsive when your needs change. Unlike general claims made by large or global firms, you have a dedicated local partner in Quartech.





APPLICATION MANAGED SERVICES



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