



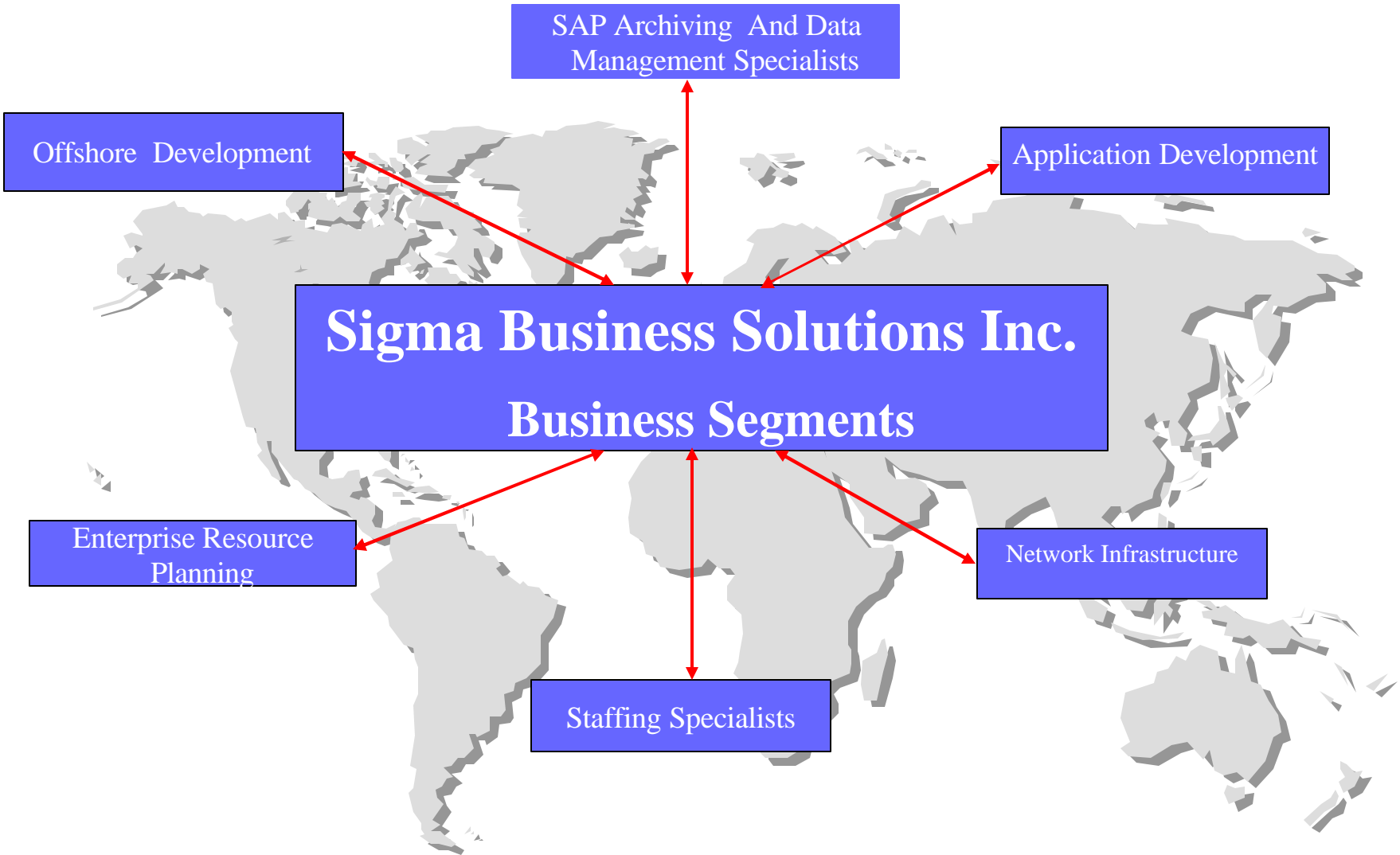
Sigma Business Solutions Inc.

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Introduction

- Sigma Business Solutions Inc. offers an end-to-end suite of services across industries, delivering technology solutions that businesses require to compete and be successful in the changing economy.



Our Unique Proposition

SBS possesses the expertise in IT Consulting, packaged solution implementation, Product/Application Development, Network/Systems and Project Management to provide clients with an unparalleled proposition for achieving competitive advantage in the economy.

Opportunities

- Internet enables electronic business on a global basis
- IT infrastructure is strategic to the success of business
- Competitive technology market drives choice and lower cost
- Experience and expertise avoids costly strategic errors and fast tracks projects without risk.

Threats

- Economy slowdown, business needs to do more with less
- High cost of customer retention
- Technology is increasingly complex
- Risk of selecting a wrong technology direction
- Shortage of qualified IT resource

Competitive Advantage

- Focus on core business and outsource non-core activities
- Accelerate customer focus application deployment with the use of Internet enabled infrastructure
- Lower total cost of ownership of IT services
- Increase the return on investment on technology assets



The Lifecycle

Strategize

- Business needs assessment
- Technology strategy
- Solution selection

Plan

- Requirement gathering
- Application audit
- Network & System audit
- Capacity planning
- SLA definition

Operate

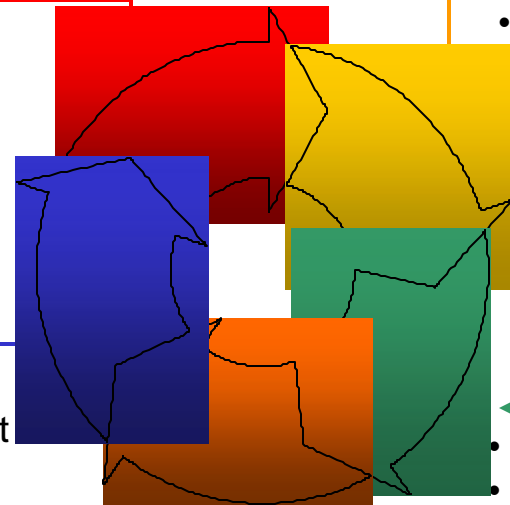
- Application maintenance
- Network & System management
- Operational procedures
- Operational training

Design

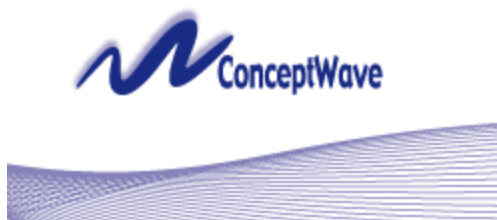
- Architecture
- Engineering design
- Configuration templates
- Prototyping

Implement

- Development
- Project management
- Staging & Implementation
- Test & debug
- Go -live
- Post implementation support



Partners / Alliances



EXTRACT FROM OUR CUSTOMER LIST

Cognis

Cardinal Health

Pharmacia

ATI Technologies Inc.

Canadian National Railways

7.24 Solutions

Dr. Pepper/7UP

Telephone Data Systems

Petro Canada

Albemarle Corporation

AT&T Canada

CIBC

Scotia Bank

Ontario Power Generation

Rogers Cable

IBM

Virco Manufacturing

Universal Instruments

University of Nebraska

US Justice Dept.



Reference Projects – SAP archiving

Electronic Instrumentation Industry Client

- Implementation of SAP Data Archiving
 - Assessment of business needs and development of strategy
 - Implementation of SAP data archiving configuration
 - Implementation of PBS Archive software
 - Training of key technical and user personnel
 - Documentation of all processes and decisions
 - Provide management reporting
 - On going support

Reference Projects – SAP archiving

Pharmaceutical Industry Client

- Implementation of SAP Data Archiving
 - Assessment of business needs and development of strategy
 - Implementation of SAP data archiving configuration
 - Implementation of PBS Archive software
 - Training of key technical and user personnel
 - Documentation of all processes and decisions
 - Provide management reporting
 - On going support

Reference Projects – SAP archiving

Chemical Industry Client

- Implementation of SAP Data Archiving
 - Assessment of business needs and development of strategy
 - Implementation of SAP data archiving configuration
 - Implementation of PBS Archive software
 - Training of key technical and user personnel
 - Documentation of all processes and decisions
 - Provide management reporting
 - On going support

Reference Projects – Application Development

Energy Industry Client

- Transaction Management System
 - Handle all EDI transactions
 - Provide encryption, security, high-availability
 - Provide audit reporting, management reports
 - Distribute usage, settlement and other transactions
- Load Forecasting System
 - Analyze historical usage trends
 - Build customer energy profiles
 - Predict short-term and long-term usage trends
 - Provide management reporting

Reference Projects – Application Development

Service Provider Client

- Order Management System
 - Handle customer orders
 - Provide order entry, validation and automation
 - Interface with customer information database, provisioning
 - Web-based, application-server system
- Internet Security System
 - Provide security authentication, billing usage
 - Support a distributed, high-availability architecture
 - Interface with partner and reseller networks
 - Provide real-time monitoring and abuse detection

Reference Projects – Software Integration

Large Enterprise Client

- Service Desk
 - Centralized help desk system
 - Automated paging, escalation
 - Email integration
 - Web-based, Self-help capability
- Billing Systems Software
 - Multiple finance and accounting system interfaces
 - Provided integration design and technical implementation
 - Project management of multiple vendors
 - Achieved on-time delivery of aggressive schedule

Reference Projects – Call Center

Enterprise Client

- Manufactures and markets photography equipment, paper copiers, facsimile machines, and other related machines
- Technical Support Center offers services to customers and technicians nationwide

Business Challenges:

- Too much time spent establishing whether a contact was an initial request for support or a follow-up on a problem
- Calls related to discontinued products

Solution:

- Contact Advantage
 - 3Com NBX, Apropos Software
- Universal two-level queue integrating e-mail, voice mail and voice contact
- IVR redesigned for better capture of customer information

Reference Projects - Infrastructure

Service Provider Client

- Communication Infrastructure Relocation for a Banking Data Center
 - Technical Lead
 - Resolution of all technical issues
 - Coordinate with the different engineering, operations and maintenance organizations
 - Coordination with external vendors
- DSL Network Roll-Out for a 1000 + Branch Network
 - Technical design lead for multi-vendor environment
 - Led efforts to resolve critical technical and business issues
 - Led client design review and vendor negotiation sessions

Reference Projects - Infrastructure

Enterprise Client

- Data / Call Center (400+ CSRs) Infrastructure Build
 - Architecture and design of all system and network infrastructure for the new call center
 - Implementation planning / Test and Turn-up
 - Conduct Phased migration from old call center
 - Conduct User acceptance Testing
- North American WAN Architecture
 - Requirement Gathering, RFP development and vendor selection, Architecture and Design
- Call Center Application Performance Analysis
 - Develop and Execute test plan
 - Identify network performance issues and critical success factors for new infrastructure

Why Sigma Business Solutions Inc?

- Significant industry experience ... in North America
- Ease of doing business
- Highly qualified team and well proven methodology
- Measurable business results
- Proven track record and quality leadership
- Solutions aligned to customer's business objectives
- Cost effective multi-vendor solutions

How can we work together?

Areas we want to explore

- Partnership with your company
 - Modern infrastructure in place
 - Proven delivery capability
 - Cost effective solutions
 - Custom solutions and long-term application support
- Sigma as a Technology Service Partner

Sigma Group

Data Management

- Archiving specialists
- Provider of leading edge archiving solutions
- Archiving outsourcing solutions
- Imaging and content management solutions
- Disaster Recovery/Business Continuity planning

Staffing Specialists

- Contract and permanent placement service
- Full service staffing solutions
- On-line job board
- Dedicated account management
- Industry specialists

Offshore Development

- End-to-end outsourcing
- Application development and maintenance
- Systems integration
- Product development services

Network Infrastructure

- Infrastructure architecture and design services
- Implementation and testing services
- Network / Systems management services
- Operational process development
- Infrastructure Security services

Application Development

- IT Consulting Services
- Application development services
- Package implementation services
- Integration services
- Software infrastructure solutions

Enterprise Resource Planning

- ERP Functional and Technical consulting
- Package software consulting services
- Interfaces to legacy systems
- Project management