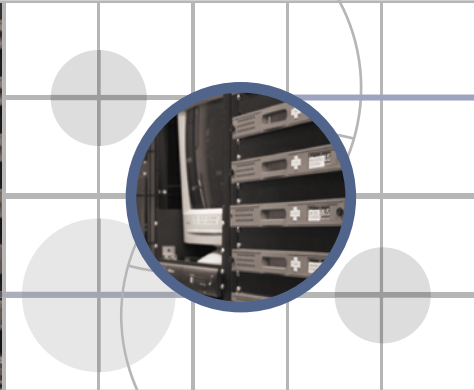


### OUR CLIENT SERVICES CENTER



### OPTIMUM LABS<sup>SM</sup>

#### OUR LABS

Our Labs serve multiple purposes:

Environments for hosting client project and production installations

Facilities for our OptimumSUPPORT<sup>SM</sup> Program

Demonstration and training environments for our Client Education Programs

Whether your requirement is a hosted implementation lab, ongoing production support, architecture optimization or custom training, OptimumLABS<sup>SM</sup> can provide on-demand solutions to address your specific needs. OptimumLABS<sup>SM</sup> host innovation centers for each of our Centers of Excellence.

#### UPGRADE AND IMPLEMENTATION LAB

Leveraging the accessibility and scalability of our Lab environment, Optimum can offer immediate and cost-effective solutions to clients seeking to jumpstart implementation or upgrade projects, eliminating the need to wait for the delivery and setup of an in-house infrastructure, that can be an invaluable asset throughout the full project lifecycle.

#### ON-SITE/REMOTE ACCESS MODEL

Working with OptimumLABS<sup>SM</sup> offer great flexibility; our consultants can work directly with your team at your site, remotely from our lab or at any of our regional offices.

#### A TRULY DISTINGUISHED MODEL

Combining our state-of-the-art OptimumLABS<sup>SM</sup> with industry-leading practitioners provides the best of both worlds: great flexibility while still allowing client and Optimum resources to work closely together. Our clients find tremendous value in the knowledge gained through this direct interaction, both in terms of the quality of the final system and in the readiness of their personnel to manage the system going forward.

#### FULL LIFECYCLE ACCESS

OptimumLABS<sup>SM</sup> can be an asset for projects throughout the project lifecycle, from the initial on-site installation, through development and testing, to training and end-user readiness. Our Oracle E-Business, PeopleSoft Enterprise, Siebel and Demantra environments are available to each and every project team.

#### YOU'RE IN COMMAND

Whether upgrading or implementing for the first time, Optimum can work with you to tailor a custom approach to your project that meets your timeline and budgetary parameters.