



Amicorp Group

Business Process Outsourcing – Hosting Services

Management, administration, fiduciary, consulting, business process outsourcing and corporate structuring services









Amicorp BPO: Hosting Services

Amicorp BPO Hosting Services provides solutions for storing data, applications and physical equipment. These services can be customized to fit specific client needs and to integrate into each customer's environment. Amicorp guarantees a very high level of security and quality of service. Our main focus is information confidentiality; for this reason all systems and equipment are located in the Amicorp Data Center in Geneva, Switzerland.

Introduction

Amicorp offers three off-the-shelf hosting services available for rapid deployment: Digital Vault, Secure E-Mail Hosting, and Managed Application Hosting. All systems are located in a secure environment protected with the highest physical and electronic security measures. Access to these systems is always through secure channels such as Virtual Private Network (VPN), or other secure methods that guarantee that only authorized users access the information. Our off-the-shelf solutions are designed for quick implementation and easy integration into customer environments. In addition to these services, Amicorp offers customized solutions to better fit the requirements of each specific customer. Amicorp focuses on providing personalized care to our clients, which ensures the highest level of quality.

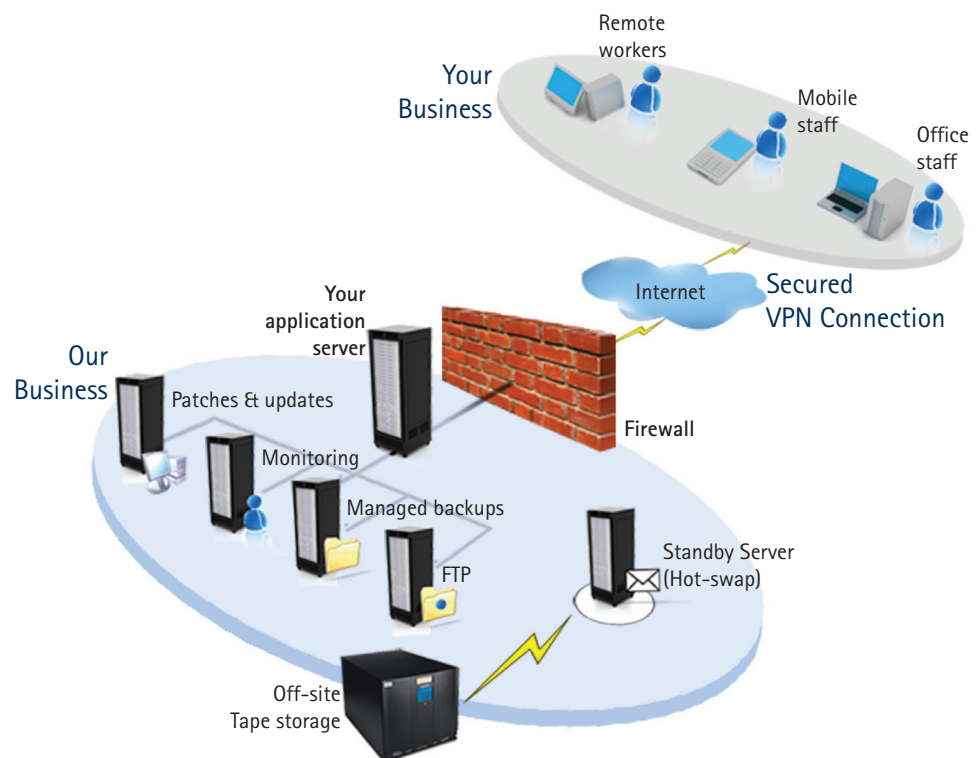
Solutions

	 <p>Digital Vault</p>	The Digital Vault is a safe place where customers can store important information such as confidential files and critical business data. Only authorized users, using secure channels, can access the information.
	 <p>Secure E-Mail Hosting</p>	Secure E-Mail Hosting provides e-mail services using a variety of standard software solutions such as Microsoft Exchange, IBM Lotus Notes or Unix Postfix. Access to e-mail messages is always through secure channels, and the ability to send and receive is controlled at the user level by a variety of authentication mechanisms.
	 <p>Managed Application Hosting</p>	Managed Application Hosting provides an environment for running critical business applications or services that require continuous availability. Amicorp's team of technical specialists guarantee that the systems are always available, anticipating and solving any potential problems. User access to hosted applications is done via application client software and tools, direct network access, or Citrix/Terminal Server, if the application supports it.

All services can be delivered using Amicorp's servers, servers provided by the customer, or a combination of both options. Servers and applications can be managed by Amicorp's technical staff, by the customer, or by a combination of both. Amicorp's Hosting Services are offered from at our Geneva Data Center, which can accommodate anything from a single server to a fully dedicated rack cabinet, based on your needs.

Amicorp Data Center

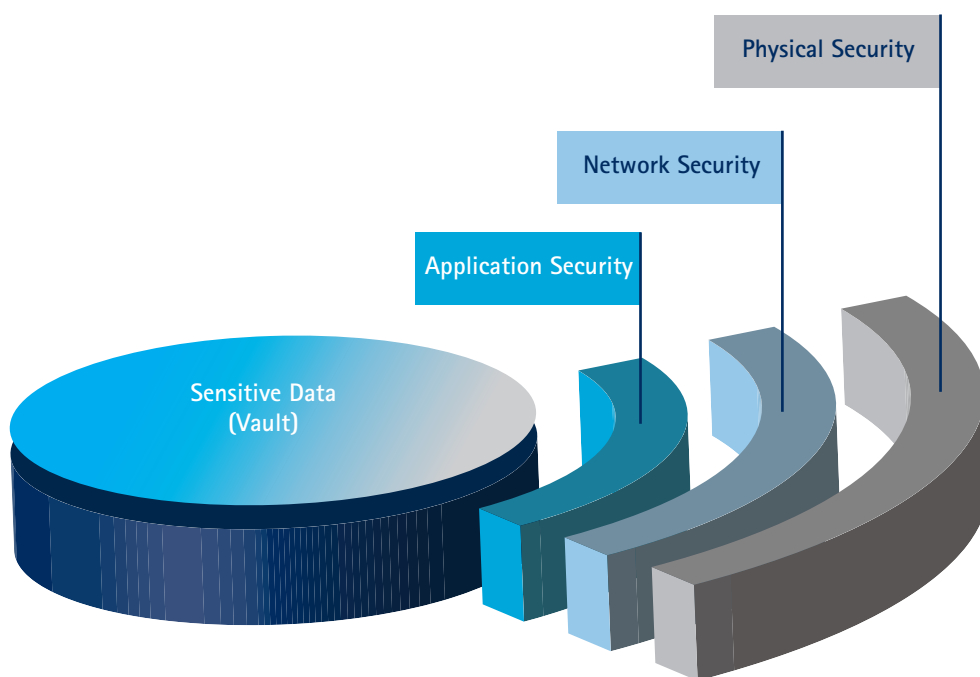
The Amicorp Data Center is in Geneva, Switzerland, where all our servers are physically located. Customers can access the servers and applications from anywhere in the world using a variety of secure communications methods. These methods include Virtual Private Networks (VPNs), web clients, remote terminal services, and specific network protocols such as SSH. All hosting services have high availability and redundancy to guarantee continuous operation and quick recovery in case of software or hardware failure. In addition, a full range of server backup options is available to meet each customer's specific backup and recovery requirements.



Security

Switzerland is one of the world's most secure locations to store information because under Swiss law the confidentiality of both data and electronic communications is protected. The Amicorp Data Center is a secured facility protected by sophisticated surveillance systems including closed-circuit TV, alarm systems, and 24/7 security personnel. In addition to these protection measures, the facility is equipped with state-of-the-art fire protection systems, and redundant power connection to the electrical network.

In addition to the physical security systems, the servers and data are protected from unauthorized access by a range of electronic security systems. Dedicated firewalls, network separation, antivirus and intrusion detection systems, and appropriate server configuration guarantee the security and confidentiality of your data.



The Advantages

Amicorp's Hosting Services can be customized to fit your specific needs. The chief advantages of partnering with Amicorp are:

Security

- Confidentiality – Information cannot be accessed by unauthorized users;
- Disaster Recovery – Backup services allow quick recovery in case of disaster;
- Secure Location – Information is physically protected against unauthorized access;
- Offsite Storage – Data and applications are not stored locally; and
- Convenient Access – Data and applications can be accessed using a wide range of tools and secure methods from anywhere in the world.

Costs

- Cost Reduction – Outsourced server hosting can result in IT savings of up to 50%;
- Growth without Investment – Customer businesses can grow easily without incurring costs typically associated with buying, staffing and maintaining systems internally; and
- Control – IT infrastructure is more cost effective throughout the life cycle of the customer's business, with products and services matched to every stage of development.

Operations

- Focus – Customers can focus on their core business while Amicorp takes care of IT needs; and
- Leveraging Experience – Customers gain a trusted business partner while taking advantage of the most current IT practices and expertise.

Implementation Approach

The transition from an in-house operation to an Amicorp outsourced service is one of the most critical processes in an outsourcing arrangement. Amicorp manages this transition through a phased approach. The main objective is to identify customer requirements, and provide a smooth transition to a hosting service that fits your needs. The implementation approach is divided into four phases:



- *Solution ID:* A clear understanding of the service needs of our clients is achieved through a detailed business analysis of their existing operations
- *Transition Phase:* Transfer of knowledge to Amicorp employees, subsequent evaluations, establishing & testing access of client systems/databases through dedicated and secure data links, in addition to establishment of a reporting mechanism and a Service Level Agreement (SLA), forms an integral part of our transitions
- *Pilot:* Processes are run parallel for a pre-determined period of time; ramping down of client's staff and ramping up of Amicorp staff takes place during the Pilot
- *Go Live:* 100% production from the selected Amicorp office

Service Costs

By leveraging economies of scale and process expertise, Amicorp can provide economical value-added solutions to our customers. Service fees vary depending on the type of service, hardware requirements, and level of management required. If you are interested in a price quote, please contact one of our BPO Sales representatives who will prepare a flexible fee schedule based on your specific requirements.

Conclusion

Amicorp has more than 15 years' experience in the outsourcing services market. Our clients benefit not only from this experience but also from working with a specialized firm that offers the cost advantage that only a quality outsourcing operation can. Using our hosting services to outsource IT systems improves the quality of the services outsourced while minimizing costs.



Contact Us

Hanno de Vriend
BPO Director
h.devriend@amicorp.com



Fernando Cancino
BPO Sales Executive
f.cancino@amicorp.com



Anand Ramakrishnan
Head BPO Operations – Bangalore
a.ramakrishnan@amicorp.com



Ilona Brandt
Head BPO Operations – Pretoria
i.brandt@amicorp.com



Amicorp offices

EUROPE

Amicorp Baltic UAB
A.Tumeno str. 4, 10th floor
Western Entrance
LT-01109 Vilnius
Lithuania
Tel.: +370 5248 7534
Fax: +370 5248 7535
Email: vilnius@amicorp.com

Amicorp (Cyprus) Ltd.
1 Avlonos street
Maria House
Nicosia 1075
Cyprus
Tel.: +357 22 504 000
Fax: +357 22 504 100
E-mail: cyprus@amicorp.com
Post address
PO Box 23293
Nicosia 1680
Cyprus

Amicorp de España, S.L.
Paseo de Gracia 21, 4º 1ª
Barcelona 08007
Spain
Tel.: +34 93 241 7563
Fax: +34 93 241 7564
E-mail: barcelona@amicorp.com

Amicorp Luxembourg SA
47, Boulevard Royal
L-2449 Luxembourg
Grand Duchy of Luxembourg
Tel.: +352 26 27 43
Fax: +352 26 27 43 50
E-mail: luxembourg@amicorp.com

Amicorp Malta Limited
Level 1, Blue Harbour Business Centre
Ta' Xbiex Yacht Marina
Ta' Xbiex XBX 1027
Malta
Tel.: +356 22 58 47 00
Fax: +356 22 58 47 01
Email: malta@amicorp.com

Amicorp Netherlands B.V.
WTC Amsterdam, Tower C-11
Strawinskylaan 1143
1077 XX Amsterdam
The Netherlands
Tel.: +31 20 578 8388
Fax: +31 20 578 8389
E-mail: netherlands@amicorp.com

Amicorp Switzerland A.G.
Zug Representative Office
Baarerstrasse 75
6300 Zug
Switzerland
Tel.: +41 41 712 1355
Fax: +41 41 712 1356
Email: switzerland@amicorp.com

Amicorp Switzerland A.G.
Zollikerstrasse 164
CH-8008 Zurich
Switzerland
Tel.: +41 44 252 0880
Fax: +41 44 252 0881
Email: switzerland@amicorp.com

Amicorp (UK) Limited
3rd Floor
5 Lloyds Avenue
London
EC3N 3AE
Tel.: +44 207 977 1250
Fax: +44 207 977 1251
E-mail: london@amicorp.com

THE AMERICAS

Amicorp Americas LLC, Agencia en Chile,
(Representative Office)
Augusto Leguía Norte 100, Of. 712
Las Condes
Santiago, Chile
Tel.: +56 2 570 5650
Fax: +56 2 435 0624
E-mail: santiago@amicorp.com

Amicorp Argentina S.A.
Torre Chacofi
25 de Mayo 555, Piso 22 C1002ABK
Buenos Aires
Argentina
Tel.: +54 (11) 4311 2090
Fax: +54 (11) 4314 4978
Email: argentina@amicorp.com

Amicorp Barbados Ltd.
Carleton Court, 2nd Floor
High Street, Bridgetown
Barbados
BB11128
Tel.: +1 (246) 228 5363
Fax: +1 (246) 228 5981
E-mail: barbados@amicorp.com

Amicorp do Brasil Ltda.
Rio de Janeiro Representative Office
Rua Lauro Müller 116
31 Andar, sala 3104
Edifício Torre do Rio Sul
22290-160, Botafogo
Rio de Janeiro - RJ
Tel.: +55 21 2295 7525
Fax: +55 21 2295 7948
E-mail: riodejaneiro@amicorp.com

Amicorp do Brasil Ltda.
Rua Helena 260
14 Andar-conj. 141, Villa Olimpia
04552-050 São Paulo - SP
Brazil
Tel.: +55 11 3049 3454
Fax: +55 11 3049 3455
E-mail: saopaulo@amicorp.com

Amicorp BVI Limited
2nd Floor Marcy Building
Purcell Estate
P.O. Box 2416, Road Town
Tortola
British Virgin Islands
Tel.: +1 284 494 2565
Fax: +1 284 494 2552
E-mail: bvi@amicorp.com

Amicorp Curaçao B.V.
Pareraweg 45
P.O. Box 4914
Curaçao
Tel.: +599-9 434 3500
Fax: +599-9 434 3533
E-mail: curacao@amicorp.com

Amicorp Mexico
Mexico Representative Office
Edificio Torre Esmeralda III
Blvd. Manuel Ávila Camacho
No. 32, Piso 4
Col. Lomas de Chapultepec
11000 México, D.F.
Tel.: +52 55 5202 5999
Fax: +52 55 5202 1004
E-mail: mexico@amicorp.com

Amicorp Services Ltd.
Miami Representative Office
Brickell Bay Office Tower
1001 Brickell Bay Drive
Suite 2310
Miami, Florida 33131
U.S.A.
Tel.: +1 305 416 4730
Fax: +1 305 416 4738
E-mail: miami@amicorp.com

Amicorp Services Ltd.
New York Representative Office
641 Lexington Avenue
Suite 1504
New York, NY 10022
U.S.A.
Tel.: +1 212 752 3267
Fax: +1 212 634 6305
E-mail: newyork@amicorp.com

Amicorp Services Ltd.

San Diego Representative Office
One America Plaza,
600 West Broadway Suite 950,
San Diego, CA 92101
U.S.A.
Tel.: +1 (619) 236 00 26
Fax: +1 (619) 236 01 27
Email: sandiego@amicorp.com

ASIA/PACIFIC

Amicorp Advisory Services Pvt. Ltd.
52, Maker Chambers VI
5th Floor, Nariman Point
Mumbai 400 021
India
Tel.: +91 22 2204 9891
Fax: +91 22 2204 9893
E-mail: mumbai@amicorp.com

Amicorp Advisory Services Pvt. Ltd.
#1501 - 1502
Ambadeep building
15th Floor, 14 KG Marg
New Delhi 110 001
India
E-mail: delhi@amicorp.com

Amicorp (Shanghai) Consultants Ltd.
3108 United Plaza
1468 Nanjing Road West
Jing'an District
Shanghai 200040
P.R. China
Tel.: +86 21 6289 6665
Fax: +86 21 6289 6697
E-mail: shanghai@amicorp.com

Shenzhen Branch
Level 15, Tower 2, Kerry Plaza, No.1
Zhong Xin Si Road, Futian CBD
Shenzhen 518048, P.R.China

Amicorp Hong Kong Limited
Suites 1306-07
13th Floor, ING Tower
308 Des Voeux Road Central
Hong Kong
Tel.: +852 3105 9882
Fax: +852 3105 9883
E-mail: hongkong@amicorp.com

Amicorp Management India Private Ltd.
1st Floor, RMZ Titanium
135, Old Airport Road
Bangalore 560017
India
Tel.: +91 80 4005 4900
Fax: +91 80 4005 4906
E-mail: bangalore@amicorp.com

Amicorp New Zealand Ltd.
West Side, Level 3
The Ferry Building, 99 Quay Street
Auckland 1010, New Zealand
Tel.: +64 9 304 2640
Fax: +64 9 368 5452
E-mail: newzealand@amicorp.com
Post address:
PO Box 1924
Auckland 1140
New Zealand

Amicorp Singapore Pte. Ltd.
30 Cecil Street
#19-01, Prudential Tower
Singapore 049712
Tel.: +65 6532 2902
Fax: +65 6534 1244
E-mail: singapore@amicorp.com

AFRICA

Amicorp South Africa (Pty) Ltd.
The Boardwalk Lakeside
Block 4, 107 Haymeadow Crescent
Faerie Glen, Pretoria
South Africa
Email: pretoria@amicorp.com