

# Carretek

A Carreker + Mastek Company



Offshore Business  
Process Outsourcing  
Tailored to the Needs  
of Financial Institutions

[www.carretek.com](http://www.carretek.com)

## Offshore Business Process Outsourcing from a Company You Can Trust



Most large and medium-sized banks are actively seeking new outsourcing opportunities, and for good reason. In light of Fortune 500 firms' recent successes in out-sourcing IT operations, bank CEOs have embraced the concept of refocusing vital resources on core activities by outsourcing non-core processes.

Carretek offers a clear path to the benefits of offshore outsourcing with flexible services tailored to the unique needs of financial institutions. By outsourcing high-volume payments processing through Carretek, banks can dramatically reduce costs while improving quality and productivity.

Carretek is the offspring of Carreker Corporation, a leading provider of technology and consulting solutions to financial institutions, and Mastek, a global offshore outsourcing leader. The Carreker and Mastek alliance pairs offshore outsourcing and proven payment processing expertise to deliver unmatched offshore business processing services to the banking industry.

*"Back rooms by definition  
will never be able to attract  
your best. We converted ours  
into someone else's front room  
and insisted on their best. This  
is what outsourcing is all about."*

Jack Welch  
"JACK: Straight from the Gut"  
Warner Business Books  
September 2001

## Flexible Services Offer an End-to-End Solution

Carretek offers a selection of services designed to provide maximum flexibility and value to our clients. By allowing financial institutions to choose the level of service they require, adjust these services as circumstances change and tie our compensation to actual performance, Carretek offers end-to-end solutions based on a thorough understanding of the bank's needs.

### Global Sourcing Strategy Development Services:

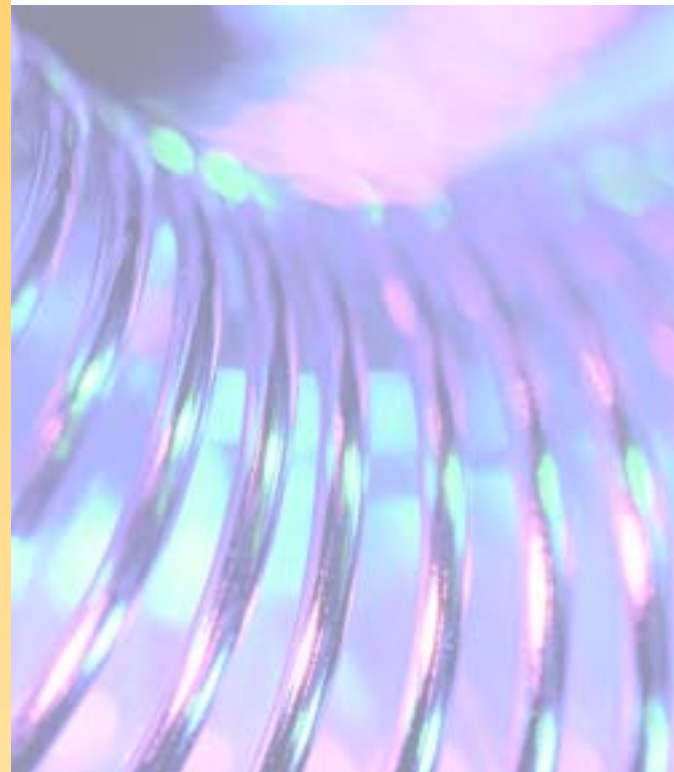
We help you define which outsourcing options provide the greatest benefit to your institution and deploy tools that improve your managers' decision-making capabilities.

### Business Process Outsourcing Services:

To minimize disruption and risk, Carretek will transfer your selected processes to the offshore facilities, seamlessly blending our services with the on-site processes you choose to retain. We optimize each process for maximum efficiency and value before moving it offshore. Several business models are available for delivery of the outsourced services.

### Application Development and Application Support:

Carretek also provides application development and application maintenance services, as needed, to optimize efficiency and quality.



# The Case for Business Process Outsourcing

Several factors have improved the business case for offshore business process outsourcing in recent years. It has become a proven solution for financial institutions seeking to reduce payment processing costs while improving quality and efficiency.

New technologies, for one, are permitting offshore business process outsourcing to succeed as never before. Advances in image technology have allowed remote, paperless processing to be extremely cost effective and secure. In parallel, data transmission costs have fallen while transmitting that data has become extremely fast and reliable. Finally, web-enabled applications allow organizations to closely monitor processes being performed offshore.

Global financial institutions such as ABN AMRO, American Express, Cigna, Citibank, HSBC and Standard Chartered have demonstrated solid successes in offshore payments processing, proving it to be a lucrative and safe opportunity.

## Benefits

- Cost savings of between 35 and 40 percent
- Improved quality through access to a highly skilled, professional workforce
- An increased focus of the bank's resources on activities that deliver a clear competitive advantage
- Carretek's undivided focus on payments processing solutions, backed by the industry's leading payments and image technologies
- Flexible outsourcing support tailored to your needs
- Offshore services seamlessly blended with your on-site facilities
- A comprehensive solution that addresses the full range of risk, quality and control issues



# India's Advantages for Business Process Outsourcing

India has emerged as an attractive location for business process outsourcing for many reasons. Labor costs are 65 to 75 percent lower in India than in the U.S. and Europe, an opportunity that is likely to endure for many years into the future.

At the same time, India offers one of the world's most highly educated workforces, with its vast pool of motivated, technical talent (many with masters and doctorate degrees). All graduates seeking employment in the business process outsourcing field speak English and view these jobs as an opportunity to advance their careers.

Time zone differences between India and the U.S. permit faster turnaround when work delivered at the end of a U.S. bank's day can be performed overnight in India and delivered the next morning without premium night shift rates being incurred. In addition, our facility in Mumbai, India is available 24 hours a day, 7 days a week to maintain high levels of productivity for all of our banking clients.



Source: Nasscom-McKinsey 1999



*"We have seen savings of 50 percent in terms of salary cost. There is no shortage of the right people to do the jobs and the productivity of the people is higher than expected."*

Simon Bush  
Global Shared Service Center Head  
Standard Chartered Bank

## Carretek's Value Proposition

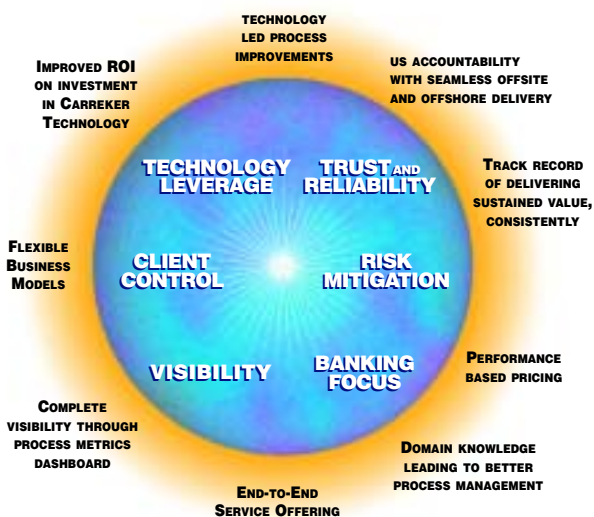
As an extension of Carreker Corporation, Carretek brings a wealth of valuable experience and knowledge to the table as financial institutions consider offshore outsourcing options.

We've focused on cost reduction, revenue enhancement and risk mitigation for top financial institutions since 1978. We are the technology leader in payments processing. As a result, Carretek is uniquely positioned to deliver offshore outsourcing solutions with a clear understanding of our clients' needs and concerns.

Carretek's offshore facility utilizes Carreker's proven payment processing systems – products that have been successfully deployed by the largest U.S. banks. In addition, we have taken every possible measure to minimize our clients' risk. We offer a proven offshore outsourcing delivery model through our alliance with Mastek. The substantial U.S. presence of Carreker and Majesco, Mastek's U.S. subsidiary, ensures ready and frequent interaction with Carretek so that your expectations, and the terms of your outsourcing agreement, are consistently met.

Our bank-focused solutions further minimize risk and increase client control in the following ways:

- We provide advanced, web-enabled tools that allow you to monitor and manage offshore processes as well or better than before they were outsourced.
- Work is performed in a technologically advanced facility with multiple redundancies and back-up facilities.
- Our partner, Mastek, embraces Six Sigma methodology and employs black belts to ensure delivery of the highest quality.
- Data security is ensured; offshore workers access data across encrypted lines.



# Improved Performance Monitoring and Control

Carretek has taken measures to ensure that we consistently meet or exceed your expectations. Our powerful ePMO™, a proprietary web-based project management tool, gives you real-time visibility of the offshore facility's performance, based on requirements defined in your service agreement. For most banks, ePMO provides more performance information and control than they previously had when the process was on-site.

In addition, we are at the forefront of an emerging trend towards performance-based pricing in the offshore outsourcing arena. Our pricing model provides for penalties if we fall short of guaranteed service levels as well as incentives to overachieve.

## ePMO: Total Transparency of Outsourced Processes



# of transactions processed in a day



Pending transactions in a day



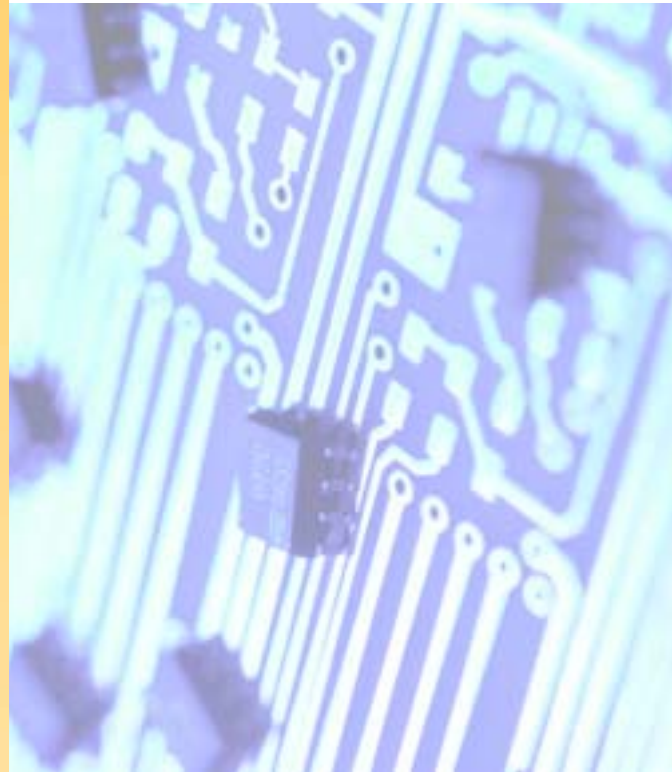
# of errors per 100 transactions



# of escalations per 100 transactions



Transaction turnaround time



## The Carreker + Mastek Partnership



Mastek is a global outsourcing leader with a powerful IT track record and a portfolio of Fortune 500 clients. The company's world-class outsourcing facilities in India currently employ more than 1600 professionals serving Fortune 1000 clients.

Moreover, it is the world's first IT company to achieve the highest ratings for software delivery (Capability Maturity Model - CMM 5) and people capabilities (P-CMM 3) by Carnegie Mellon's Software Engineering Institute, the "gold standard" of IT performance.

Through Carretek, the expertise of Mastek and Carreker will combine to improve the outsourced functions of financial institutions, reducing both complexity and cost through process and technology improvements.

*"They (Mastek) are  
an honest company,  
they work very hard  
and are very fair."*

Peter John Kelly  
Divisional Board  
Director, Capita Group plc



Corporate Headquarters

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