



**sam
solutions**

value of talent. delivered.





SaM Solutions international office locations

SaM Solutions Overview

SaM Solutions is an international, privately-held, remote software development firm that has offered software development and outsourcing services to clients throughout North America and Europe since 1993. We directly employ a talented team of over 600 IT specialists that have successfully delivered over 400 software projects to date.

The company's continued commitment to process excellence has been demonstrated through an adherence to ISO 9001 standards, first certified corporate wide in 2002. Our process for software development works to facilitate the international coordination and unification of delivery centers; providing a repeatable framework that ensures the

success of our client's projects.

At SaM Solutions, we strive to maintain superior technology proficiency through partnerships with IT industry leaders such as Microsoft, Oracle, and Sun Microsystems. Our strategy is focused on working with partners to deliver the most effective and appropriate service to our clients. SaM Solutions also plays an active role in the open source community by contributing to and supporting open source projects, solutions and conferences. Through a continued education and certification of our IT professionals, clients are provided the experience and flexibility needed to develop the ideal solution for their needs on a platform that exceeds their expectations.

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S o l u t i o n s

IT/Software Solutions

SaM Solutions provides a full spectrum of software services and technology consulting, enabling our customers to view concepts on the strategic level and think about IT solutions and software applications in terms of business objectives.

- ▶ Business Analysis, Requirements Co-Development
- ▶ Customer Relationship Management
- ▶ Content Management System
- ▶ Design/Architecture of software applications/systems
- ▶ Proof-Of-Concept prototyping
- ▶ Technical Specifications
- ▶ Custom Software Application Development
- ▶ Embedded Software Application Development
- ▶ Technology/Data migration
- ▶ Porting of Software
- ▶ System Integration
- ▶ Re-Engineering of legacy software
- ▶ Customization/Localization services
- ▶ Testing/Quality Assurance

Web Solutions

SaM Solutions' extensive experience in developing internet applications and website architecture has fostered strong relationships with companies such as the European Patent Office and Definition 6.

- ▶ Back-end system
- ▶ Front-end system
- ▶ User Management
- ▶ Content Management System
- ▶ Dynamic functionality
- ▶ Social networking functionality
- ▶ eCommerce functionality
- ▶ Reservation functionality

Business Process Optimization

SaM Solutions' expertise in process optimization combined with our IT development capabilities allows for the full integration of technology into a customer's business structure, vastly improving production effectiveness, efficiency, and flexibility.

- ▶ Process Analysis
- ▶ Process Design
- ▶ IT Platform Development
- ▶ Process Monitoring

Corporate Overview

SaM Solutions is a leading provider of information technology and business process outsourcing services in Eastern Europe, delivering custom software and optimizing business processes through offshore engagements worldwide for both Fortune 1000 and venture start-up companies. Founded in 1993 by a 10-person team of alumni from the Belarusian State University of Computer Science, today SaM Solutions employ over 600 IT professionals globally and position ourself as a premier offshore software outsourcing company. Our 16 years of experience in

the IT and software outsourcing market has allowed us to refine and reinforce our offshore programming methodology; enabling customers to dramatically cut costs on custom solutions and IT infrastructure while ensuring the highest level of quality. Our commitment to excellence was attested to in 2002, when our software engineering process was certified to meet the requirements of ISO 9001:2000. Furthermore, our IT professionals are proficient in additional development practices including both agile methodologies like Scrum, and frameworks like RUP and EPF.

Corporate Headquarters

SaM Solutions GmbH, Munich, Germany

Sales, Consulting & Support Offices

SaM Solutions USA, Inc., Savannah, GA, USA
SaM Solutions NL, The Hague, Netherlands
SaM Solutions UK, London, United Kingdom
SaM Solutions LV, Jūrmala, Latvia

Development Centers

SaM Solutions OOO, Minsk, Belarus
SaM Solutions UA, Dnepropetrovsk, Ukraine

Full Time Employees

600+ World Wide

Indices

Average annual employ churn rate: 6%
Client Retention Rate: 96%

Selected Recognition

2009 IAOP Global Outsourcing 100 List
City of Minsk: "The best entrepreneur of the year 2008"
Republic of Belarus: "The best entrepreneur of the year 2007"



Industry Expertise

eCommerce
Insurance
Real Estate
Finance and Accounting
Warehousing and Logistics
Intellectual Property
Tourism
Pharmaceuticals and Healthcare
Manufacturing
Information Technology
Government

Certifications/Partnerships

ISO 9001:2000
Microsoft Gold Certified Partnership
Sun Partner Advantage Program
Oracle PartnerNetwork

Software Development Experience

Mobile/Handheld/Phone applications
Internet Applications
Secure & Encryption
System & Drivers
Workflow Management
3D Graphics

Major Clients

Siemens
Lexware
SAP AG
Deutsche Post
European Patent Office
Coe Truman Technologies
Taylor Bean & Whitaker
Definition 6
BMW
Audi

the hague, netherlands
the glassshielded pier



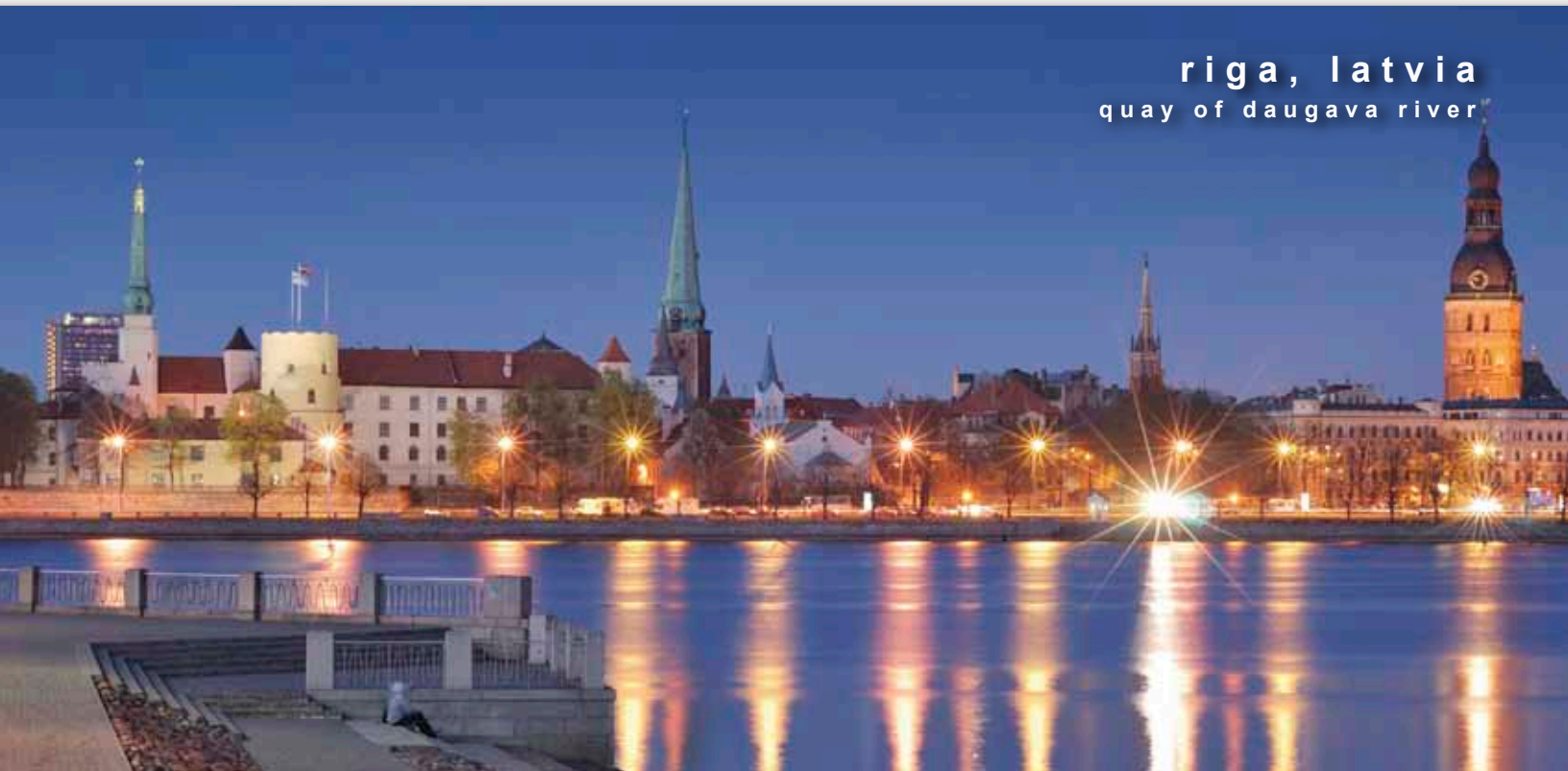
IT Specialists

SaM Solutions believes that the success of our company is determined solely by the ability, skill, and determination of our employees. For this reason, we hire only the “best of the breed” and provide our employees with ongoing certification and training on the most recent technology advances. Since 85% of our IT specialists hold a Masters degree and 65% are certified IT professionals every project at SaM Solutions is lead and developed by the industry leaders.

SaM Solutions is committed to the ongoing training of our personnel through technology workshops, conferences, certifications, and partnerships with local universities and technology leaders. We understand

that the ability to communicate an idea, a request, or a concern is critical to the success of any project and never overlook the significance of language skills. With that in mind, we coordinate project management from the US office, require all of our remote staff to speak English, and provide ongoing mandatory language instruction for all employees.

SaM Solutions prides ourselves in the efficiency of our employees and constantly aim to further improve our overall value of talent. This ensures that customers are provided with the highest quality of work in the most efficient time frame.



riga, latvia
quay of daugava river

Technology Partnerships

Through our partnerships with Microsoft, Oracle, and Sun Systems, SaM Solutions provides our IT specialists with the most current training and certification, allowing us to ensure job satisfaction for our specialists while exceeding the IT demands of customers.



Microsoft Gold Certified Partner:

The Microsoft Gold Certified Partner Program is a widely recognized, worldwide program for independent companies that provide Microsoft-based IT services and products to corporate, government and small- or medium-sized businesses.



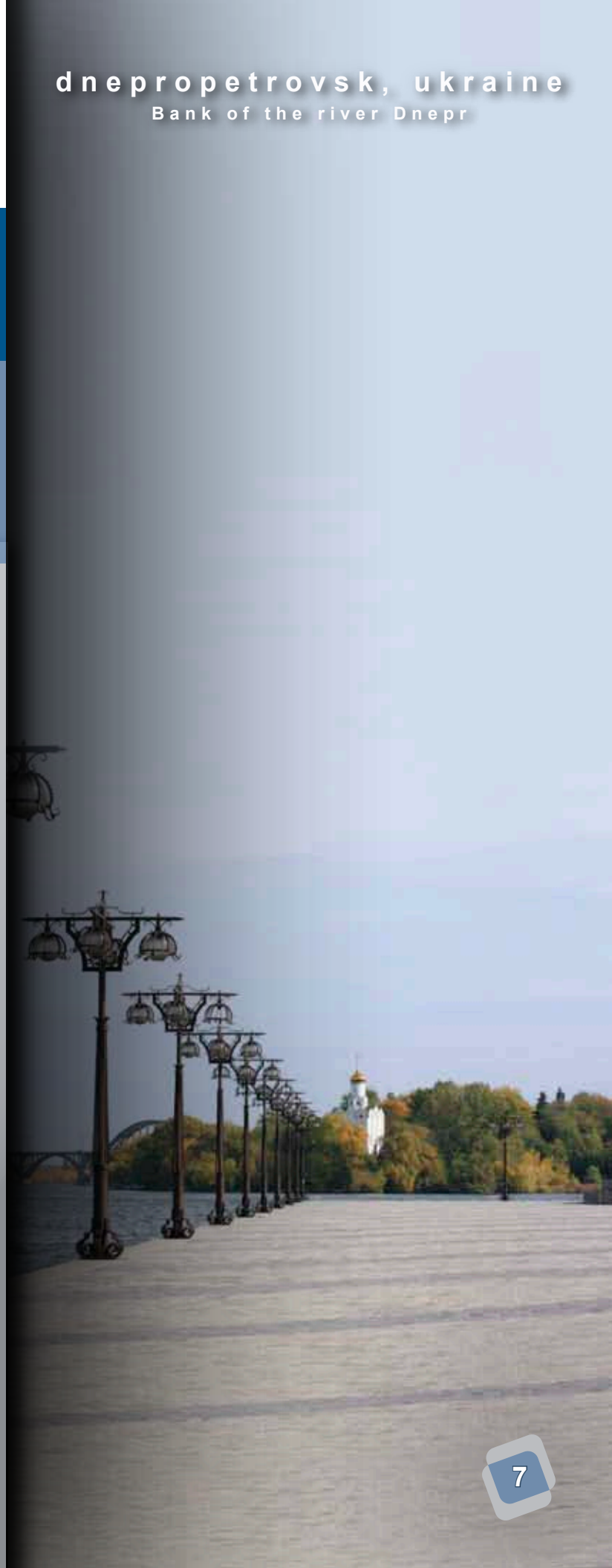
Oracle PartnerNetwork:

Through access to Oracle's premier products, education, technical services, marketing and sales support, the Oracle PartnerNetwork program provides partners with the resources they need to be successful in today's global economy.



Sun Partner Advantage Program:

The Sun Partner Advantage Program from Sun Microsystems delivers customers with higher-quality services and solutions based on the industry's best practices.





Technologies

With the wide array of technologies existing and emerging today, SaM Solutions is constantly growing the technology services offered to clients. At the same time, we have found that by focusing on a select set of technologies we are able to deliver successful

solutions to customers that are reliable, secure, and viable. While remaining within the clients budgetary constraints, we are able to provide solutions that are easily maintainable and extensible.

Programming and Scripting:

ANSI C, C, C++, C#
Java, JSP, Javascript
Visual Basic, VBScript
Delphi, Kylix
ASP, ASP.NET
XML, XLS, XSLT
PHP, Perl, Ruby on Rails
Tcl/Tk
Ajax
VB.NET
HTML, DHTML, XHTML

Operating Systems:

Microsoft Windows
Linux
Sinix
Sun OS, Solaris
IBM AIX, IBM AS/400
VMS
Mac Operating Systems
Symbian OS, Palm OS, Pocket PC

Technology Platforms:

.NET
J2SE, J2EE, J2ME
Lotus
SAP

Security and Authentication:

Public Key Infrastructure
Smart cards
X.509 Certificates
Kerberos
SSL, TLS
Radius, TACACS

Databases:

Oracle
MS SQL
DB2
Informix
Interbase
Sybase SQL
PostgreSQL
MySQL

Middleware and Protocols:

Web Services
CORBA
COM/DCOM, RMI
OLE/ActiveX
Outlook MAPI

Web and Application Servers:

IBM Websphere Application Server
IBM Portal Server
BEA Weblogic Server
Microsoft IIS
Apache
JRun, Tomcat
Jboss

Testing:

Microsoft TFS
Silk Test
Winrunner
Loadrunner
IBM Rational Suite

Please contact one of SaM Solutions' offices for a complete list of technical capabilities.

Project Management

SaM Solutions is focused on integrating offshore software development services seamlessly into our client's workflow to deliver high-quality software that meets deadlines and exceeds expectations. A lasting business relationship across distance, different cultures and language barriers cannot be built without defined procedures. But as experience demonstrates, no implementation method can act as a 'one-size-fits-all' solution for every budget and

time-frame. In addition to a corporate-wide ISO-9001 methodology, our IT professionals are proficient in development practices including both agile methodologies like Scrum programming, and open/proprietary frameworks. In order to address a client's unique needs and to ensure maximum returns, SaM Solutions works with the customer to determine the best suited software development methodology that matches their individual business process.

As a global technology outsourcing provider, SaM Solutions makes a consistent effort to guarantee efficient project communication, by providing:

- ▶ Specialized information infrastructure
- ▶ Onsite teams that closely collaborate with the customer to receive a better understanding of their individual business and project requirements
- ▶ A secure and efficient communication environment for all team members both onsite and offshore/near-shore

savannah, united states
jepson center for the arts



Methodology

SaM Solutions uses a corporate-wide Quality Management system certified under the requirements of the ISO-9001:2000 standard. This system means documented procedures and requirements for all company's processes, including, but not limited to,

software development and testing. It ensures a well-defined and totally manageable workflow resulting in streamlined internal processes and optimized interaction with the customer.

Development Tools

Development tools and workplace configuration varies depending on what the technology developers work with and the projects they have been assigned to. It is SaM Solutions' policy to work with licensed software only. SaM provides developers with industry standard workplaces and development software

licenses as listed below. Additional software can be used, provided there is a floating license available within the delivery center, or the license is provided by the client. A list of standard development software can be delivered upon request.

Security

Following their Corporate Security Standards and Policies, SaM Solutions enforces corporate-wide compliance in each of the following domains:

- ▶ Building and Infrastructure Security
- ▶ IT Infrastructure Security
- ▶ Intellectual Property and Confidentiality

Building and Infrastructure Security

All of SaM Solutions' buildings, work- and server areas are secured and accessible only with an electronic key. Each employee has a personal key and all movements within the buildings are logged. These keys work only for areas for which the employee has been authorized and any attempt to access an unauthorized area triggers an alarm. Teams that work for different accounts who have five or more resources are physically separated.

All of our buildings are monitored 24/7 by a security

firm. All offices are equipped with smoke detectors and sprinkler systems, and all fire suppression systems are linked to the fire headquarters.

All buildings are equipped with a backup power generator that provides sufficient energy in case primary power is lost.

Multiple buildings are occupied in Belarus alone. If there is a problem in a particular building, work can continue in a temporary space set up in another building.

A wide-angle photograph of the London skyline at dawn. The River Thames flows through the center, with several bridges crossing it. The city's buildings are illuminated with warm lights, and the sky is a soft, pale blue. The text "London, united kingdom" is overlaid in a white, sans-serif font, with "dawn over the river thames" in a smaller font below it.

London, united kingdom
dawn over the river thames



IT Infrastructure Security

In order to keep the SaM Solutions network secure, highly qualified system administrators form our internal IT group and maintain PCI/DSS compliancy. This group is responsible for all servers and workstations in Minsk.

Each building has its own server farm to reduce

the network traffic from VPN and the risk of intrusion. The corporate network is firewall secured and frequently scanned for viral activity. All activities within the network are logged, and all logs are reviewed by a group within the internal IT department.

Intellectual Property and Confidentiality

Ownership of the Intellectual Property and confidentiality are two of the most critical concerns when it comes to outsourcing. At SaM Solutions,

we make extra measure to ensure that the client is protected in all of these matters.

Below are some of the steps taken to cure IP and confidentiality concerns:

- ▶ Non-disclosure agreements with clients for every project
- ▶ Strict confidentiality agreement with every employee
- ▶ Project information distribution only to project-assigned recipients
- ▶ IP Rights Transfer Agreement signed with client for every project
- ▶ IP Rights Transfer Agreement signed with every employee

Corporate Headquarters

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