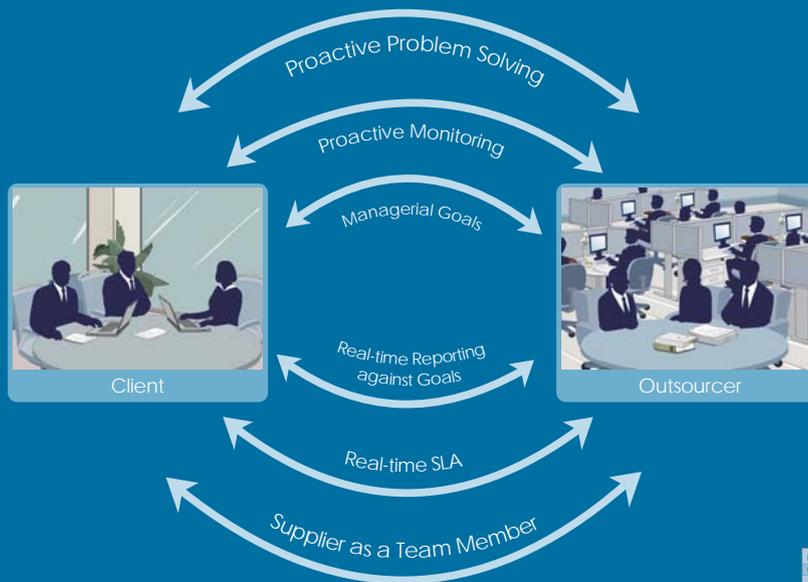


# 8<sup>th</sup>Manage<sup>®</sup> TOM provides out-of-box features for Total Outsourcing Management.

## Strategic Plan Management

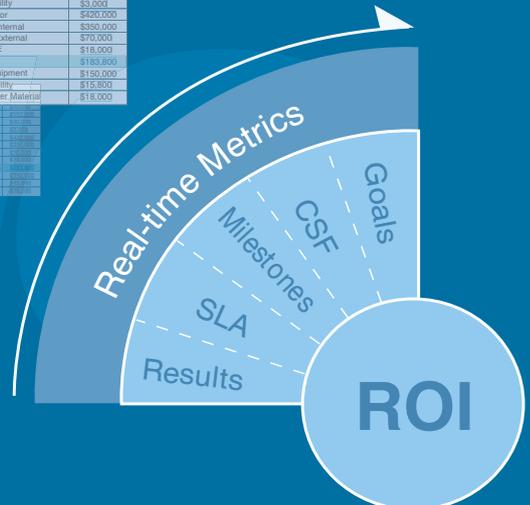


## Vendor Management



## Performance Management

KIS Project Cost Classification		
Operating		\$621,000
Consulting Service		\$10,000
Depreciation		\$150,000
Equipment		\$30,000
Facility		\$3,000
Labor		\$420,000
Internal		\$350,000
External		\$70,000
T&E		\$18,000
Capital		\$183,800
Equipment		\$150,000
Facility		\$15,000
Other Material		\$18,800



# Goal Management

The goal setting phase generally has the greatest influence to the success or failure of an outsourcing initiative. Some leaders lack sufficient visibility into the complex inner workings of their internal processes and fail to identify gaps or limitations in the outsourcing firm's capabilities. This problem often leads to establishing unrealistic or vague goals that never get team buy-in and fall short of management expectations during execution.

8thManage® TOM helps you discover your organization, eliminate vague and unrealistic goals and establish clear outsourcing goals for your organization

- Trackable goal setting
- Goal prioritization and qualification
- Goal scheduling
- Critical success factors development
- Discovery management
- Goal establishment and consensus
- Goal communication and change control
- Automated goal and result tracking

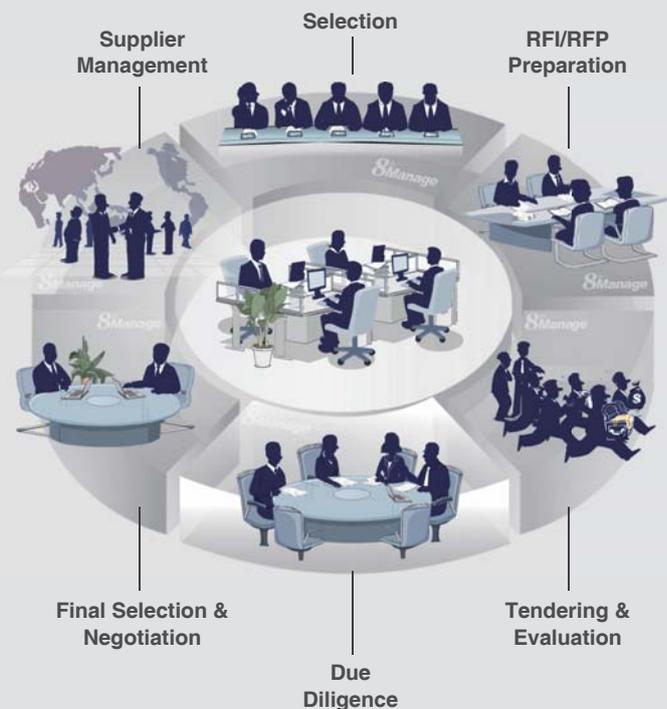


8thManage® TOM helps you facilitate organizational discovery and establish clear and achievable goals for your outsourcing programs. 8thManage® TOM automates goal tracking and provides visibility into program structure, goals, and responsibilities to encourage careful planning during initiation. Attention to details during the goal setting phase often distinguishes successful programs from the failures.

# Vendor Selection

8thManage® TOM provides a framework to help you in:

- Formulating management strategy
- Pre-selecting suppliers
- Preparing request for proposals
- Tendering
- Evaluating responses from suppliers
- Performing due diligence
- Deciding final selections and negotiation
- Drafting contracts



The most important element of selection management is not what decision is made but the process employed to make it. The selection process can help to validate the outsourcing management strategy, increase understanding of the suppliers, and uncover pitfalls to avoid future problems. The selection process is complex and involves extensive communication and contract documentation. Organizations are far more effective when guided by a process framework that incorporates industry best practices for vendor solicitation and evaluation.

# Contract Management

Because outsourcing deals are often complex and multi-dimensional, the framework for the establishment of a proper contract is important. In addition, the ability to detect deviation or potential deviation from any key contractual terms at the earliest possible time is important. Early detection will allow people to work on narrowing the deviation gaps and prevent relationship misunderstandings and litigation. 8thManage® TOM provides a framework for establishing outsourcing contracts and also a powerful mechanism to detect deviations and potential deviations from the contractual terms at the earliest possible times.

8thManage® TOM supports the entire contract cycle from proposal through closeout

- Expenditure & risk analysis
- Review & approval
- Capital injection & revenue management
- Scope & Project Management
- Milestone & commitment tracking
- Change & defect tracking
- Project execution management
- User satisfaction management
- Time & expense reporting & tracking
- Penalty and P&L management
- Cost & payment management



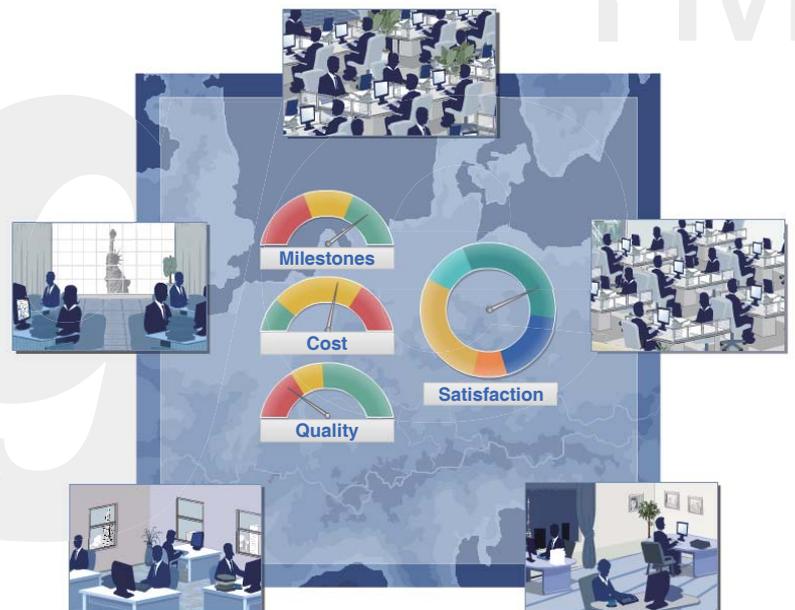
# Real-Time Service Level Agreements

A real-time trackable Service Level Agreement (SLA) is the heart of outsourcing execution management. The clear accountability combined with a trackable SLA will make people more conscientious to service upfront. The real-time detection of problems allows people to fix problems at the earliest possible time when the problems are still small. The power of real-time, trackable SLA is that people are conscious of service levels from the beginning, not after mistakes are made.

8thManage® TOM enables you to setup the following elements of real-time trackable service level agreements:

- Milestones
- Costs
- Deliverables quality
- Service availability
- Service capacity
- Defect rate
- Average defect-repair response time
- Change rate
- Average change turn around time

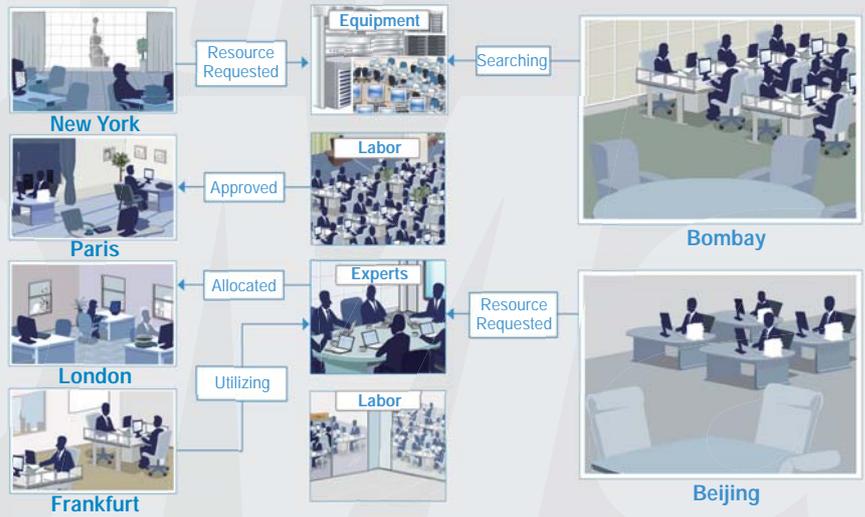
It also provides you a framework to define the new types of service level agreements that you need



# Cross-Enterprise Resource Management

8thManage® TOM helps you monitor the resources that your suppliers allocate and utilize in your outsourcing projects

- Tracking resource experience and expertise
- Tracking resource commitments
- Tracking allocation time vs. actual utilization time
- Tracking planned resource cost vs. actual resource cost
- Detection of overloaded and inadequate resources



Managers either (a) think that the traditional resource management methods for managing knowledge workers are tedious and ineffective and therefore only provide lip services for it as needed or (b) follow the old rules and manage knowledge workers no differently than from managing factory resources. In outsourcing situations, knowledge workers' physical time management is important because it directly impacts the bills. Other tools such as key resource management and commitment management for managing knowledge workers are needed, especially in cross-enterprise situations in which the project or program manager doesn't know everyone. 8thManage® TOM provides a framework which encompasses all the functionality just noted for the management of outsourcing resources.

# Cross Enterprise Accountability Management

8thManage® TOM provides the framework for managing accountability across groups and enterprises

- Cross enterprise, cross group and cross geographical location organization model
- Cross group activity, delivery and acceptance management
- Cross group co-lead management
- Cross group committee management
- Cross group delegation and escalation management

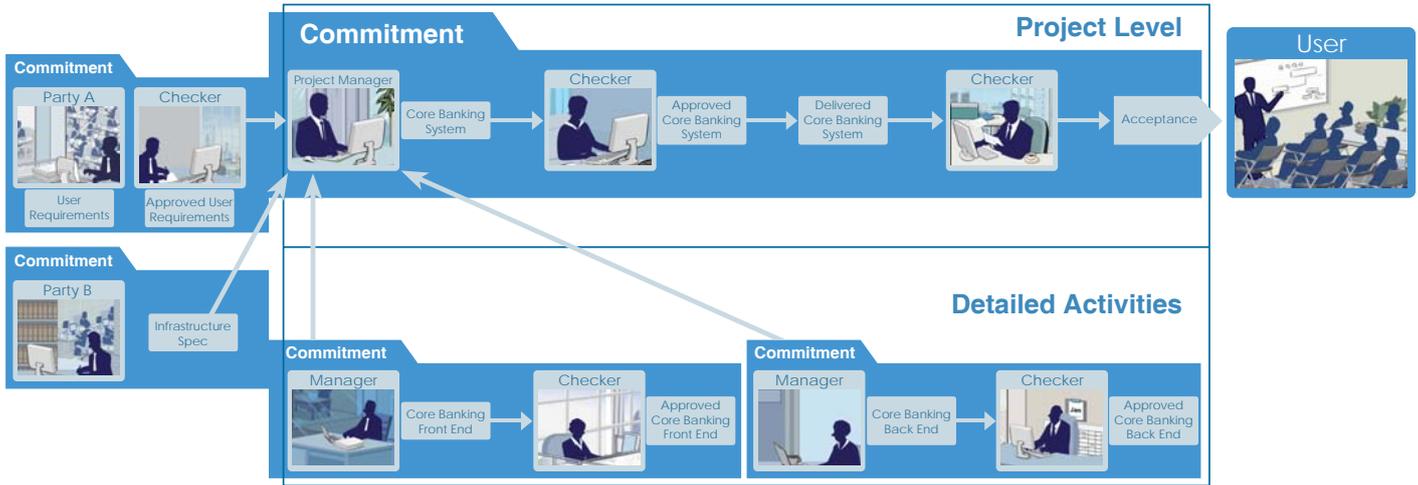


In an organization where there is a lack of accountability, people often ask "Who is the owner?" An outsourcing project adds to this confusion by adding more groups and more people, often in multiple locations; it is easy for people to begin to point elsewhere when accountability becomes an issue. 8thManage® TOM provides the framework to (a) eliminate vague accountability, even in a single activity within a single group and (b) deal with the incremental complexities caused by cross enterprises, cross groups and cross geographical locations.

# Cross-Enterprise Project and Program Management

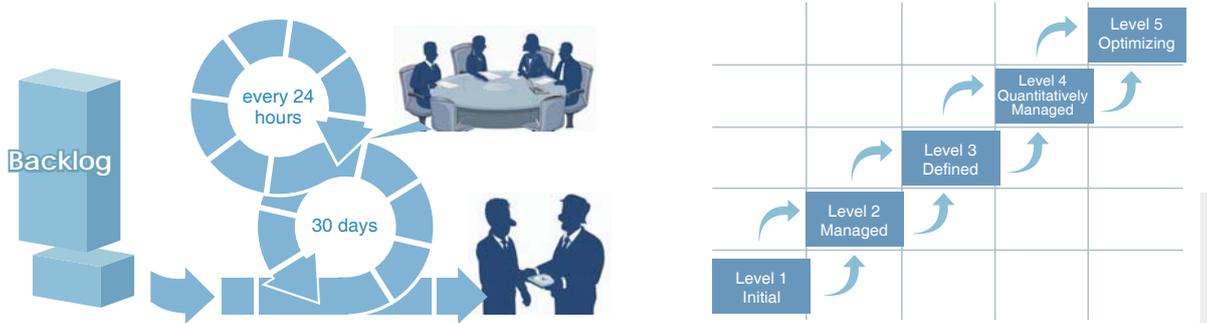
8thManage® TOM supports all 9 areas of project management practices defined by PMI®

- Scope
- Time
- Cost
- Quality
- Resource
- Communication
- Risk
- Procurement
- Integration



## Best Practice Management

8thManage® TOM supports the "Client as a Team Member" concept and facilitates release planning, iteration planning, team interaction, internal testing, and acceptance testing used by Agile methods. It provides the support for 9 CMMI Generic Processes and 27 CMMI Specific Processes



## Communication Management

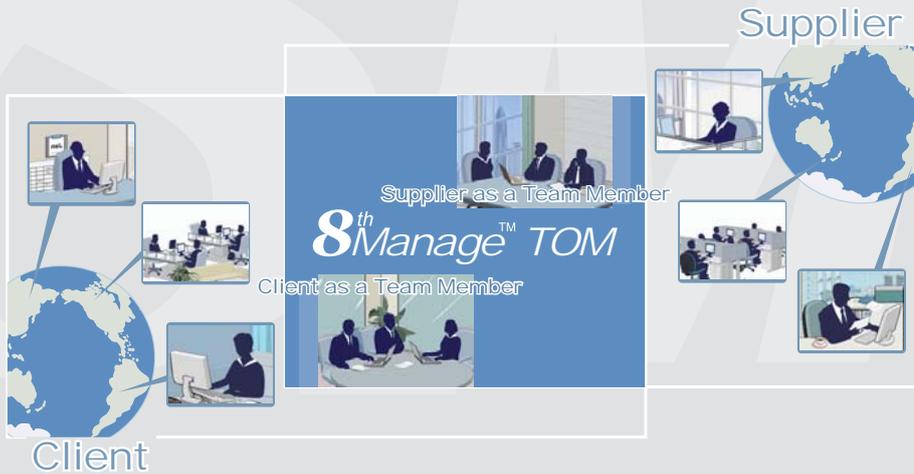
8thManage® TOM provides various communication mechanisms and a centralized issue management system to track issues and action items to closure



# Outsourcing Relationship Management

8thManage® TOM provides you the platform to work together with one or more suppliers as a team

- Supplier organization & contacts
- Financial summary
- Industries & competence
- Reference
- Interactions & results
- Delivery & satisfaction levels
- Invoice & payment
- Escalation & blacklist



Outsourcing relationships are often long (3 to 10 years) and multi-dimensional (business, financial, legal, technical, service-oriented). The common practice today is to assign an experienced person to manage a complex outsourcing relationship. Even if the relationship manager is experienced, without the transparency of information that allows both sides to clearly see and promptly resolve problems, distrust and frustration can build up. 8thManage® TOM is a very powerful tool for creating and providing transparency for outsourcing information, helping people to establish and incrementally build up trust and stronger relationships over time.

# Outsourcing Cost and Payment Management

8thManage® TOM provides comprehensive cost tracking at activity, project and contract levels and full traceability of expenditure, invoice and payment

- Consistent cost classifications and aggregation
- Automatic cost aggregation
- Invoice validation
- Invoice aging and overdue management
- Invoice and payment linkage
- Budget variance detection and reforecast

EMS Project Cost Classification		
Operating		\$1,481,000
	Consulting Service	\$48,000
	Depreciation	\$400,000
	Equipment	\$30,000
	Facility	\$3,000
	Labor	\$920,000
	Direct	\$600,000
	Indirect	\$320,000
	T&E	\$80,000
	Customer Related	\$50,000
	Internal	\$30,000
Capital		\$458,000
	Equipment	\$400,000
	Facility	\$15,800
	Other Material	\$43,000

KIS Project Cost Classification		
Operating		\$631,000
	Consulting Service	\$10,000
	Depreciation	\$150,000
	Equipment	\$30,000
	Facility	\$3,000
	Labor	\$420,000
	Internal	\$350,000
	External	\$70,000
	T&E	\$18,000
Capital		\$183,800
	Equipment	\$150,000
	Facility	\$15,800
	Other Material	\$18,000

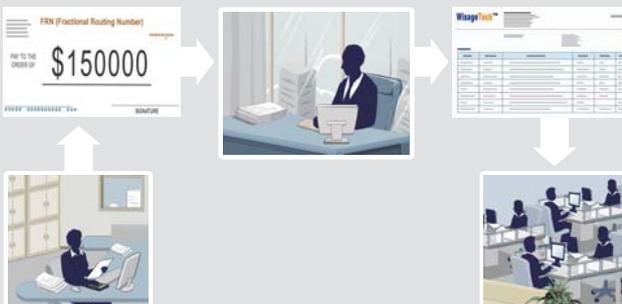
EMS Project

KIS Project

Corporate PMO Cost Classification		
Operating		\$2,112,000
	Consulting Service	\$58,000
	Depreciation	\$550,000
	Equipment	\$60,000
	Facility	\$6,000
	Labor	\$1,340,000
	T&E	\$98,000
Capital		\$642,600
	Equipment	\$550,000
	Facility	\$31,800
	Other Material	\$61,000

Deal/Contract

Automatic Cost Aggregation



## Outsourcing Issue Management

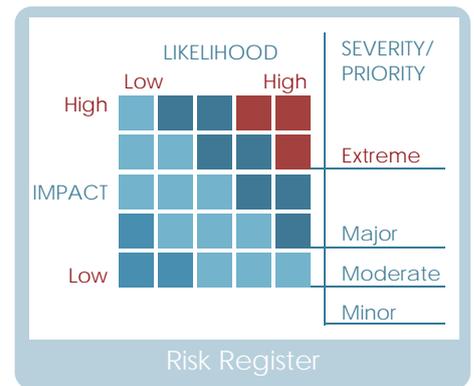
8thManage® TOM provides a centralized issue management system to allow the tracking of issues and actions associated with deliverables, activities and businesses:

- Multi-level issue aggregation and tracking
- Critical issue management
- Emergency management



## Outsourcing Risk Management

8thManage® TOM automatically detects systemic risks of outsourcing projects and programs, and provides an integrated risk register for recording user-identified risks and tracking them to closure

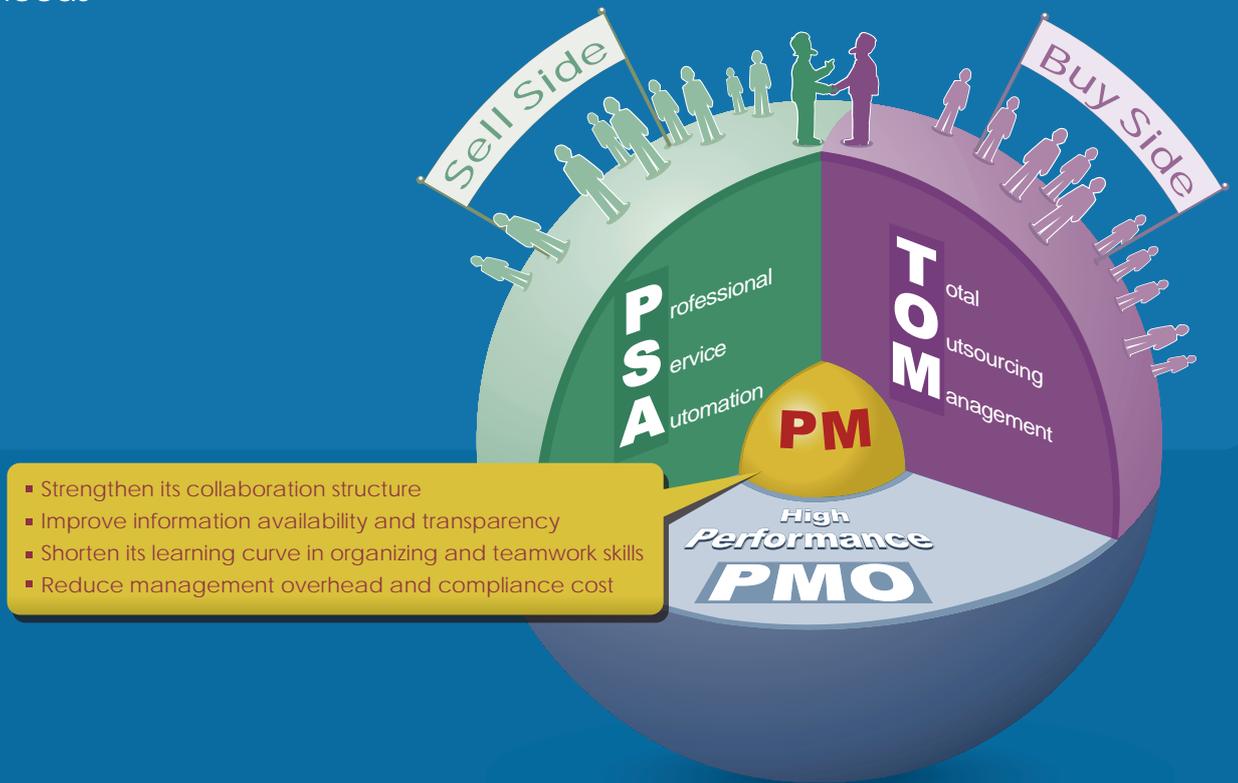


## Outsourcing Reward and Penalty Management

8thManage® TOM tracks reward and penalty contractual terms and reminds people of the consequences



8thManage® TOM provides an enterprise platform for your organization's outsourcing needs



Visit [www.8manage.com](http://www.8manage.com) for more information

#### 8thManage TOM Modules:

Supplier Information Management	Product Information Management	Outsourcing Strategy & Preparation
Tender Management	Contract Management	Service Level Agreement Management
Supplier Relationship Management	Purchase Order, Invoice & Payment	Organization Cost Management
Organization Revenue Management	Fixed Asset Management	Account Payable and Receivable
Project Management (add-on)	Project Management Office (add-on)	

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8thManage® CRM : Mobile Internet CRM	8thManage® eExpense : Web & Smartphone Expense Report System
8thManage® SPM : Supplier & Procurement Management	8thManage® eLeave : eLeave & Leave Management
8thManage® Simple PM : Simple to Start & Extend PM	8thManage® eTimesheet : Web & Smartphone Timesheet System
8thManage® PM : Advanced Tool for Project Planning & Execution	8thManage® eLearning : Advanced eLearning System
8thManage® PMO : High Performance PMO	8thManage® eSurvey : Easy-to-use eSurvey System
8thManage® Finance : Strong Connectivity with Businesses & Operations	8thManage® eDMS & KM : eDocument & Knowledge Management
8thManage® HR : Human Capital Management	
8thManage® OA : New Generation Office Automation	
8thManage® BI : Point-and-click BI	
8thManage® O2O : B2C, B2B, eExchange, eSettlement & eERP	
8thManage® FAS : Knowledge Enterprise Full Automation Suite	
8thManage® eERP2: Manufacturer eERP2	

Toronto, Ontario  
24 West Borough Street,  
Thornhill, Markham, Ontario L3T 4X5  
T: +1 (647) 709-8369

Asia Pacific  
2702-6 Lucky Commercial Centre  
103-9 Des Voeux Road West Hong Kong  
T: +(852) 8141 0396

China  
Room E1, 16/F China Everbright Bank Building  
689 Tianhe Beilu Guangzhou 510630  
T: +(86) 20 3873 2292

Contact Sales : [sales@wisagetech.com](mailto:sales@wisagetech.com)