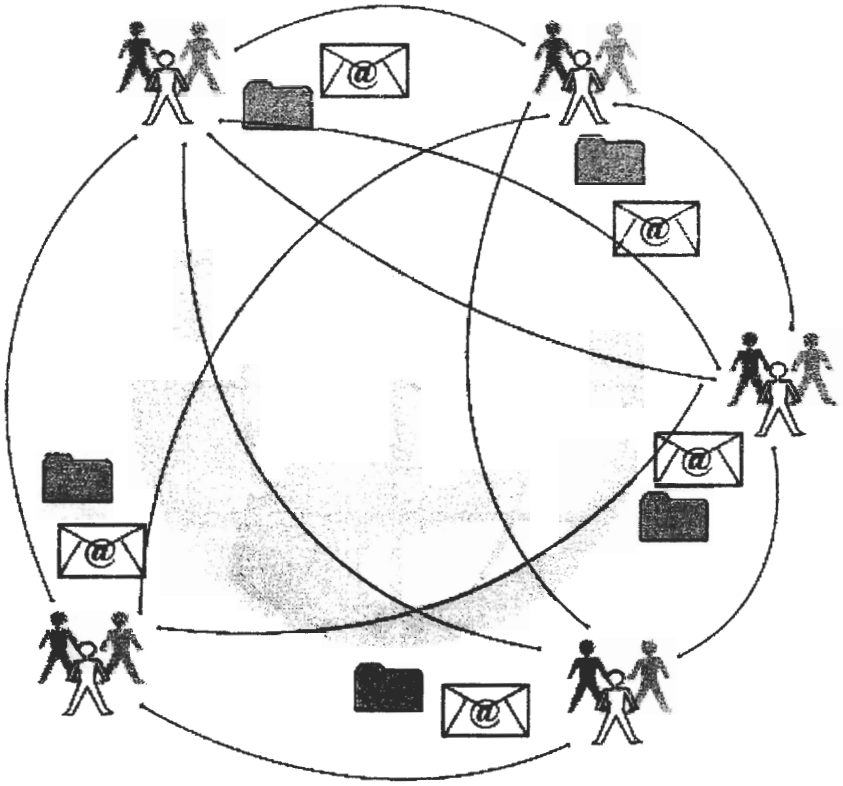
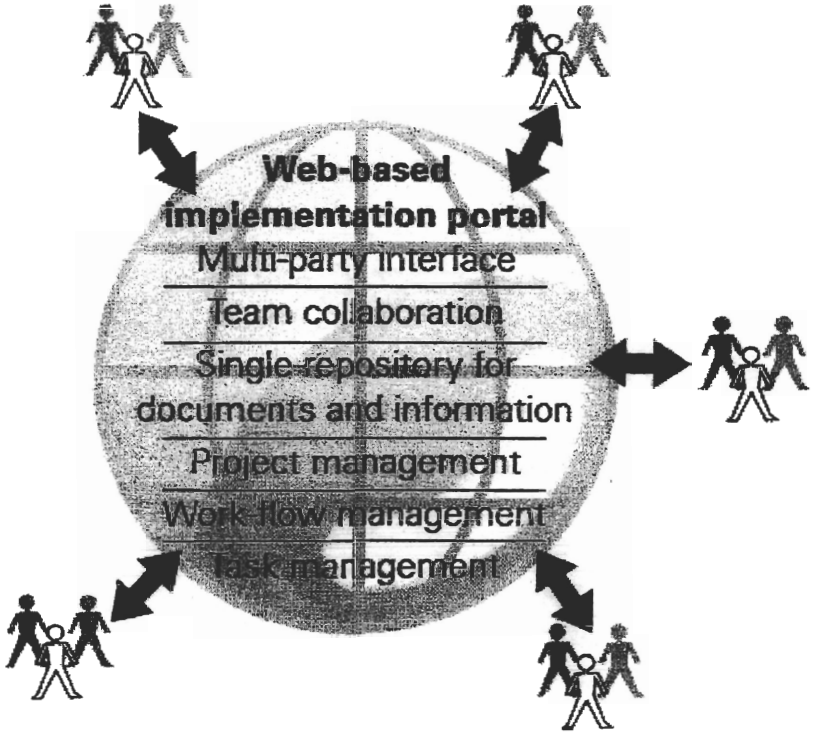


Before

Poor communication, incomplete documentation circulating among stakeholders, and reliance on manual processes for project and work-flow management lead to inefficient implementation

Figure 1A



After

A conducive environment for effective team communication and collaboration. Embedded project management tools and pre-defined work-flow features enable effective implementation

Figure 1B

Figure 1

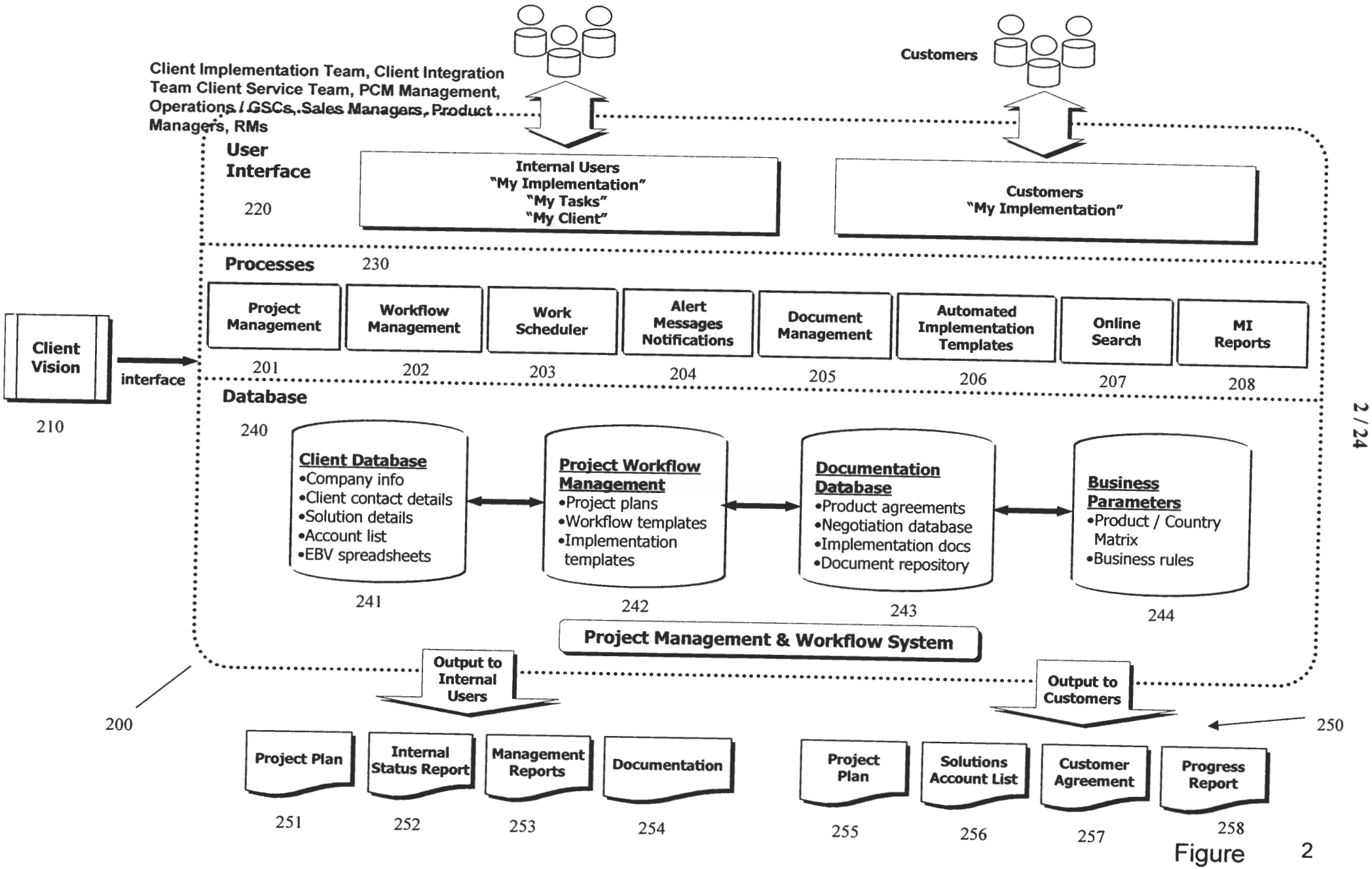

Client Implementation Team, Client Integration Team Client Service Team, PCM Management, Operations / GSCs, Sales Managers, Product Managers, RMs
Customers
User Interface
220
Internal Users
"My Implementation"
"My Tasks"
"My Client"
Customers
"My Implementation"
Processes
230
Client Vision
210
interface
Project Management
201
Workflow Management
202
Work Scheduler
203
Alert Messages Notifications
204
Document Management
205
Automated Implementation Templates
206
Online Search
207
MI Reports
208
Database
240
Client Database
•Company info
•Client contact details
•Solution details
•Account list
•EBV spreadsheets
241
Project Workflow Management
•Project plans
•Workflow templates
•Implementation templates
242
Documentation Database
•Product agreements
•Negotiation database
•Implementation docs
•Document repository
243
Business Parameters
•Product / Country Matrix
•Business rules
244
Project Management & Workflow System
200
Output to Internal Users
Output to Customers
250
Project Plan
251
Internal Status Report
252
Management Reports
253
Documentation
254
Project Plan
255
Solutions Account List
256
Customer Agreement
257
Progress Report
258

Figure 2

ClientSphere's Automation Methodology

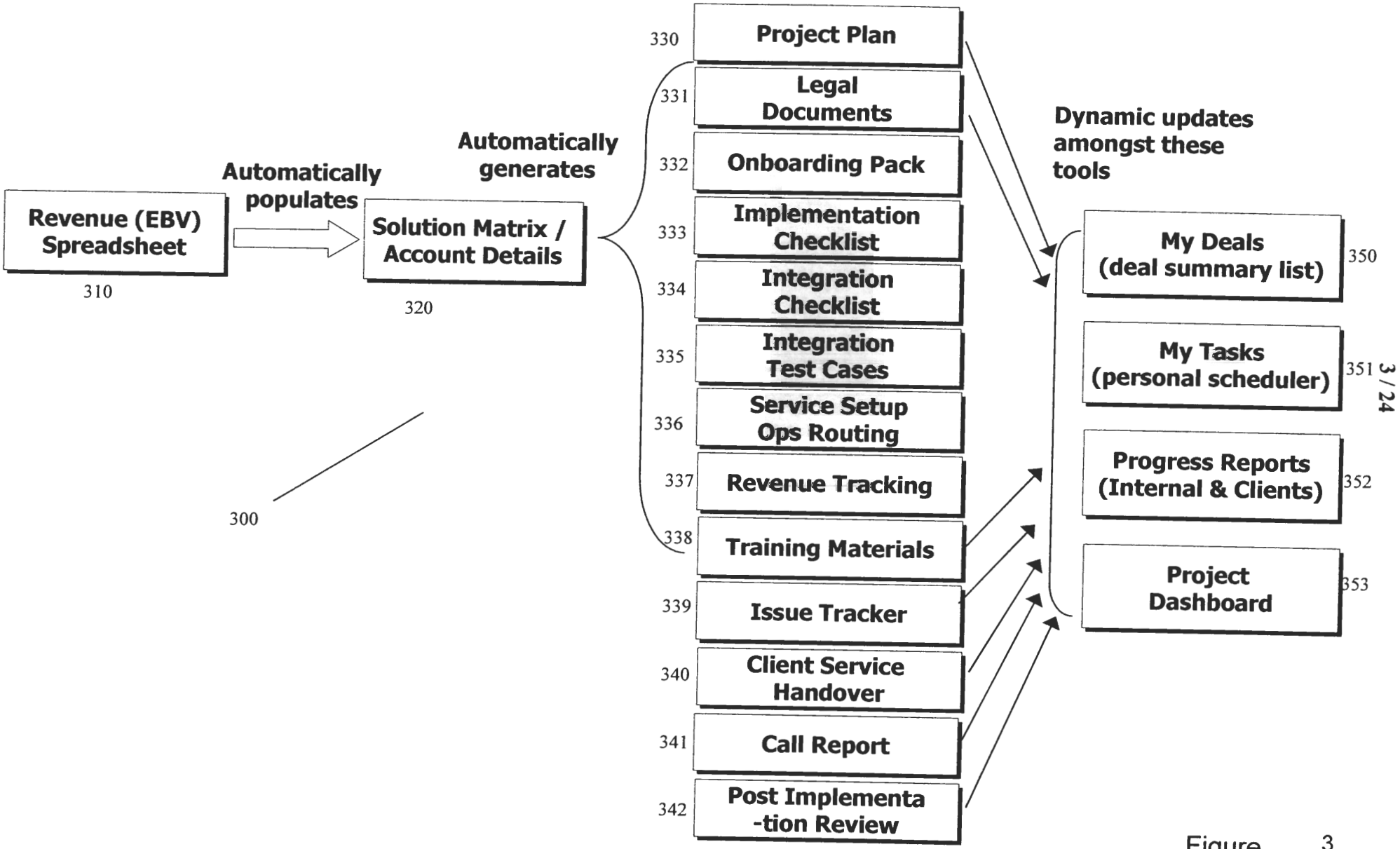


Figure 3

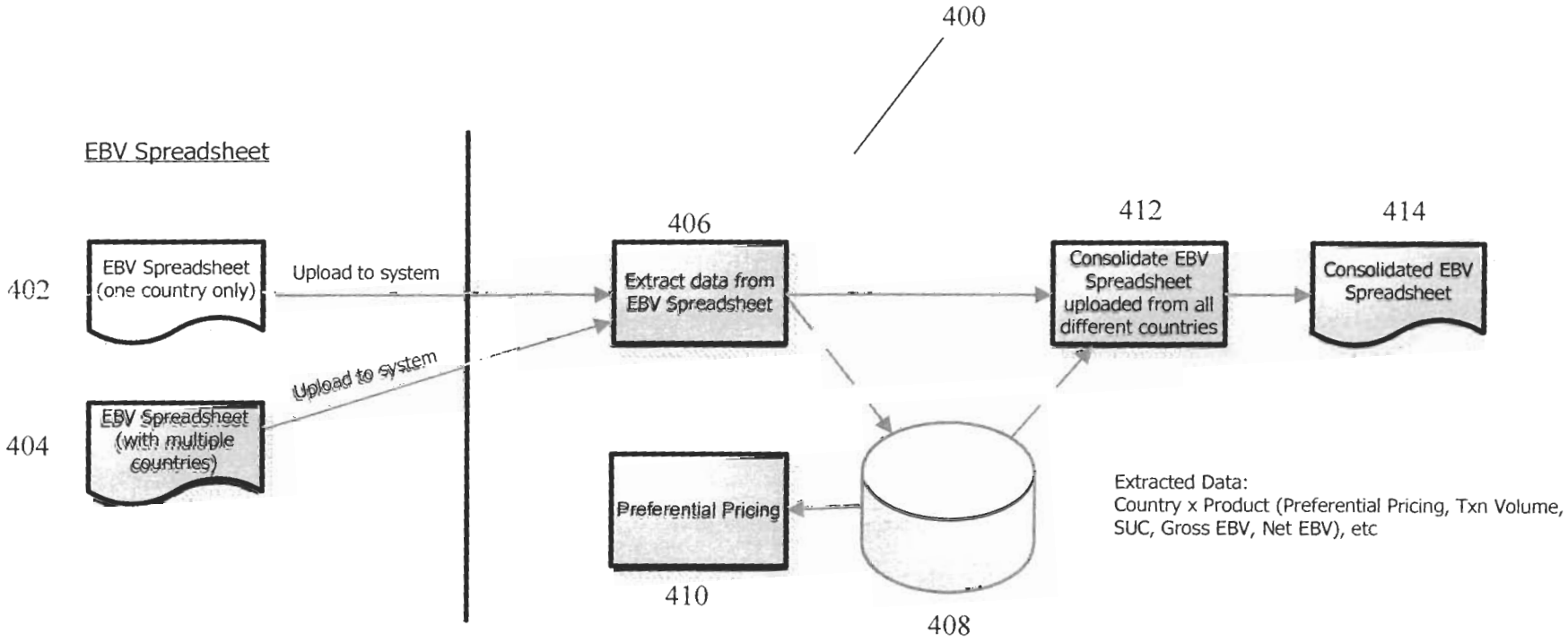

400
EBV Spreadsheet
402
EBV Spreadsheet (one country only)
Upload to system
404
EBV Spreadsheet (with multiple countries)
Upload to system
406
Extract data from EBV Spreadsheet
412
Consolidate EBV Spreadsheet uploaded from all different countries
414
Consolidated EBV Spreadsheet
Preferential Pricing
410
408
Extracted Data:
Country x Product (Preferential Pricing, Txn Volume, SUC, Gross EBV, Net EBV), etc

Figure 4

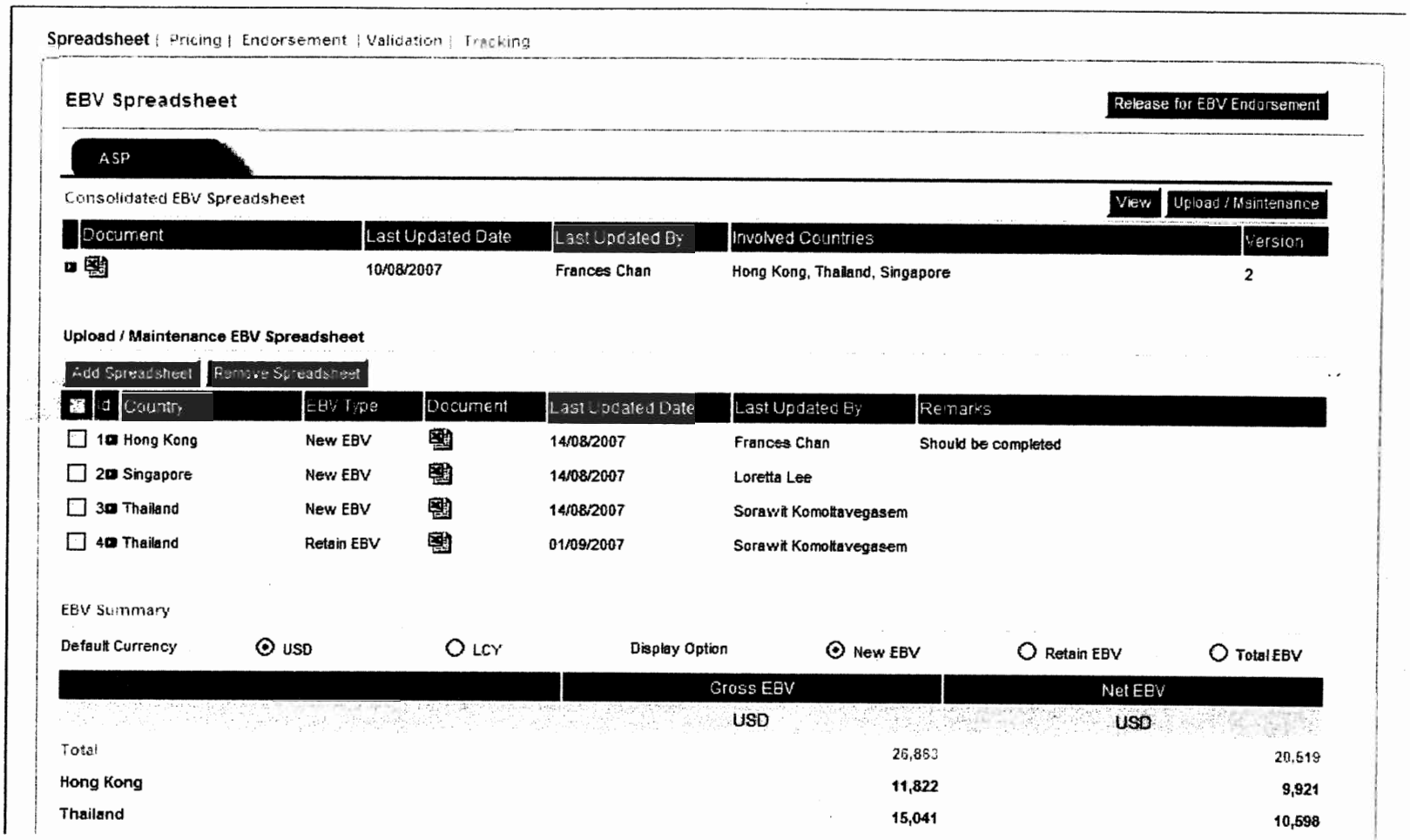
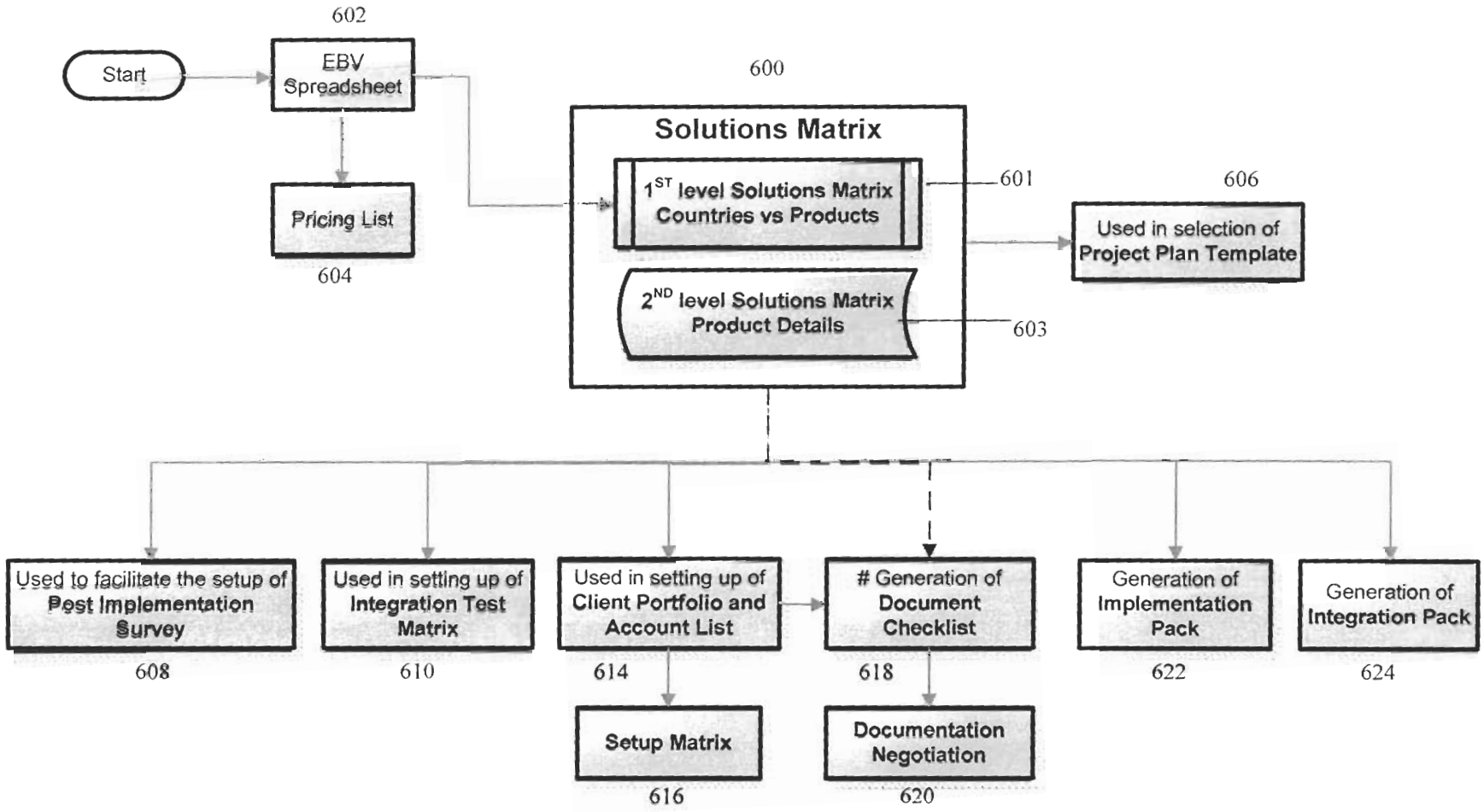

Spreadsheet | Pricing | Endorsement | Validation | Tracking
EBV Spreadsheet
Release for EBV Endorsement
ASP
Consolidated EBV Spreadsheet
View
Upload / Maintenance
Document
Last Updated Date
Last Updated By
Involved Countries
Version
10/08/2007
Frances Chan
Hong Kong, Thailand, Singapore
2
Upload / Maintenance EBV Spreadsheet
Add Spreadsheet
Remove Spreadsheet
Id
Country
EBV Type
Document
Last Updated Date
Last Updated By
Remarks
1 Hong Kong
New EBV
14/08/2007
Frances Chan
Should be completed
2 Singapore
New EBV
14/08/2007
Loretta Lee
3 Thailand
New EBV
14/08/2007
Sorawit Komoltavegasem
4 Thailand
Retain EBV
01/09/2007
Sorawit Komoltavegasem
EBV Summary
Default Currency
USD
LCY
Display Option
New EBV
Retain EBV
Total EBV
Gross EBV
Net EBV
USD
USD
Total
26,863
20,519
Hong Kong
11,822
9,921
Thailand
15,041
10,598

Figure 5



Generation of Document Checklist is based on Solutions Matrix, Client Portfolio and Account List.

Figure 6

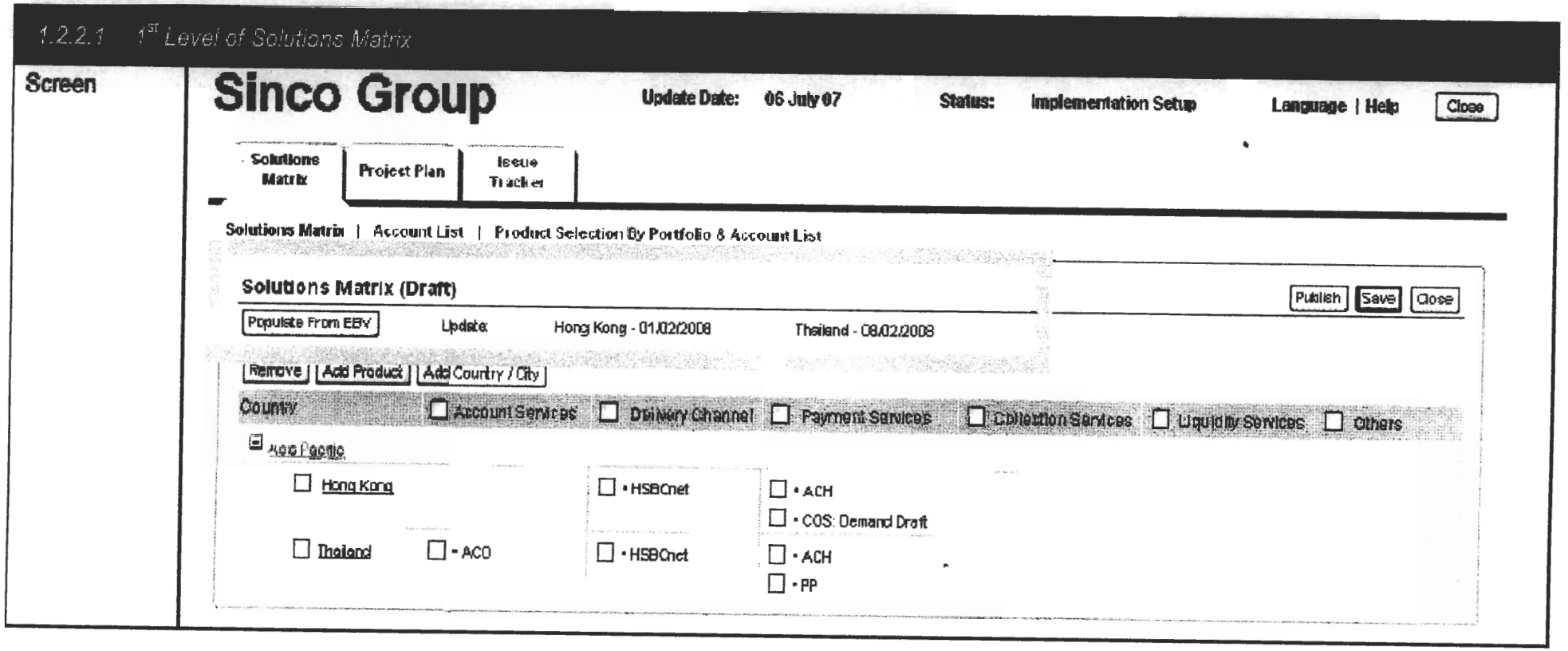
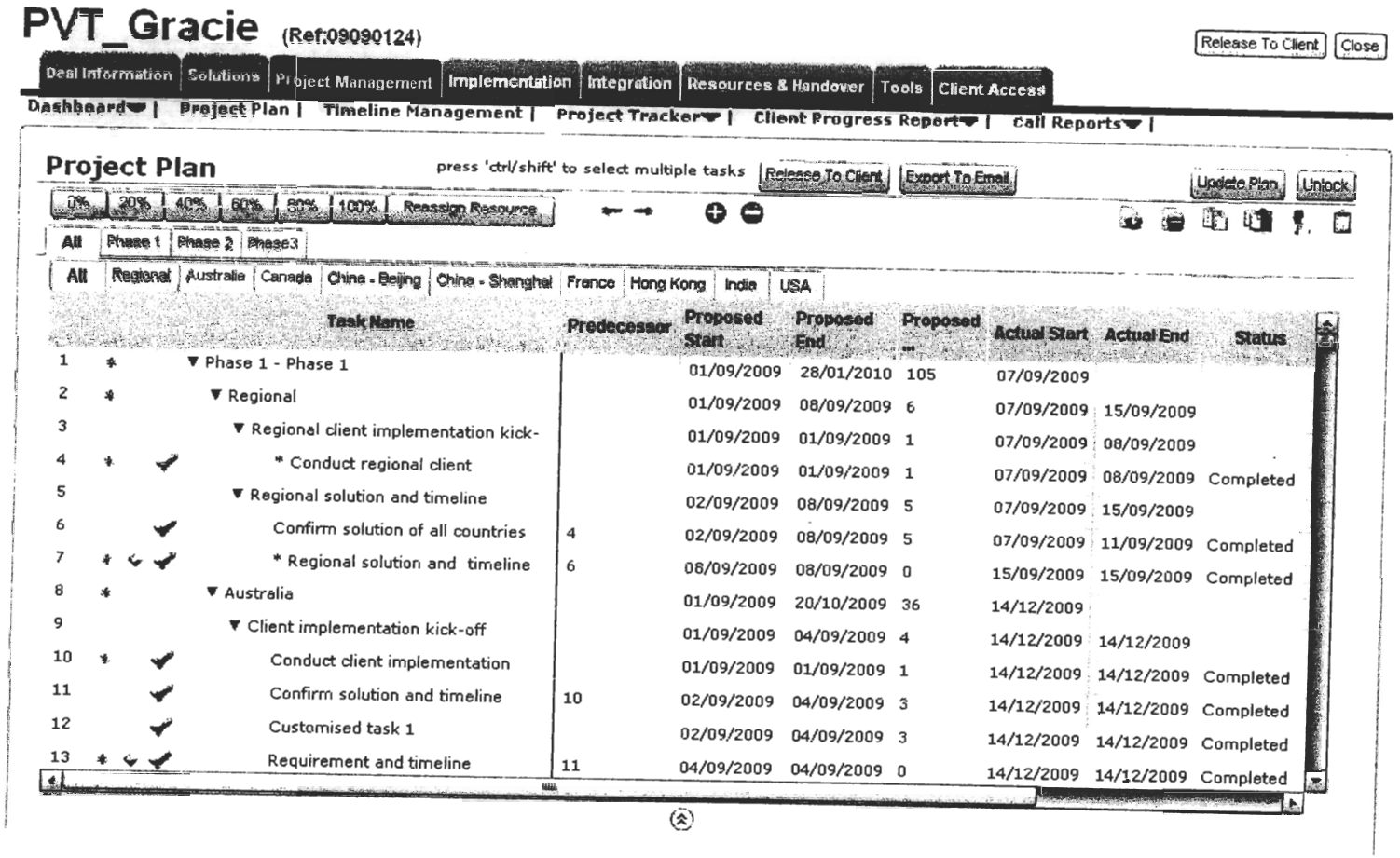

1.2.2.1 1st Level of Solutions Matrix
Screen
Sinco Group
Update Date: 06 July 07
Status: Implementation Setup
Language | Help
Close
Solutions Matrix
Project Plan
Issue Tracker
Solutions Matrix | Account List | Product Selection By Portfolio & Account List
Solutions Matrix (Draft)
Publish
Save
Close
Populate From EBV
Update
Hong Kong - 01/02/2008
Thailand - 08/02/2008
Remove
Add Product
Add Country / City
Country
Account Services
Delivery Channel
Payment Services
Collection Services
Liquidity Services
Others
Asia Pacific
Hong Kong
• HSBCnet
• ACH
• COS: Demand Draft
Thailand
• ACO
• HSBCnet
• ACH
• PP

Figure 7



	Task Name	Predecessor	Proposed Start	Proposed End	Proposed ...	Actual Start	Actual End	Status
1	▼ Phase 1 - Phase 1		01/09/2009	28/01/2010	105	07/09/2009		
2	▼ Regional		01/09/2009	08/09/2009	6	07/09/2009	15/09/2009	
3	▼ Regional client implementation kick-		01/09/2009	01/09/2009	1	07/09/2009	08/09/2009	
4	* Conduct regional client		01/09/2009	01/09/2009	1	07/09/2009	08/09/2009	Completed
5	▼ Regional solution and timeline		02/09/2009	08/09/2009	5	07/09/2009	15/09/2009	
6	Confirm solution of all countries	4	02/09/2009	08/09/2009	5	07/09/2009	11/09/2009	Completed
7	* Regional solution and timeline	6	08/09/2009	08/09/2009	0	15/09/2009	15/09/2009	Completed
8	▼ Australia		01/09/2009	20/10/2009	36	14/12/2009		
9	▼ Client implementation kick-off		01/09/2009	04/09/2009	4	14/12/2009	14/12/2009	
10	Conduct client implementation		01/09/2009	01/09/2009	1	14/12/2009	14/12/2009	Completed
11	Confirm solution and timeline	10	02/09/2009	04/09/2009	3	14/12/2009	14/12/2009	Completed
12	Customised task 1		02/09/2009	04/09/2009	3	14/12/2009	14/12/2009	Completed
13	Requirement and timeline	11	04/09/2009	04/09/2009	0	14/12/2009	14/12/2009	Completed

Figure 8

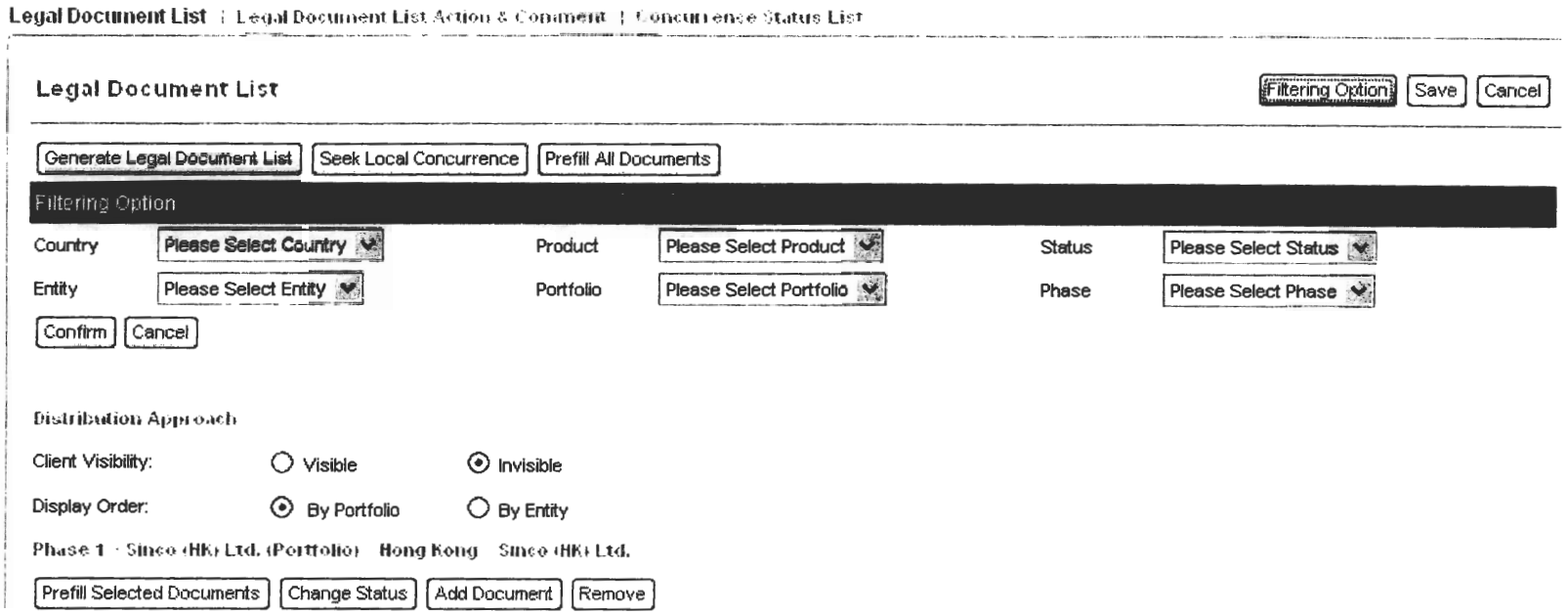

Legal Document List | Legal Document List Action & Comment | Concurrence Status List
Legal Document List
Filtering Option
Save
Cancel
Generate Legal Document List
Seek Local Concurrence
Prefill All Documents
Filtering Option
Country
Please Select Country
Product
Please Select Product
Status
Please Select Status
Entity
Please Select Entity
Portfolio
Please Select Portfolio
Phase
Please Select Phase
Confirm
Cancel
Distribution Approach
Client Visibility:
Visible
Invisible
Display Order:
By Portfolio
By Entity
Phase 1 - Sinco (HK) Ltd. (Portfolio) Hong Kong Sinco (HK) Ltd.
Prefill Selected Documents
Change Status
Add Document
Remove

Figure 9

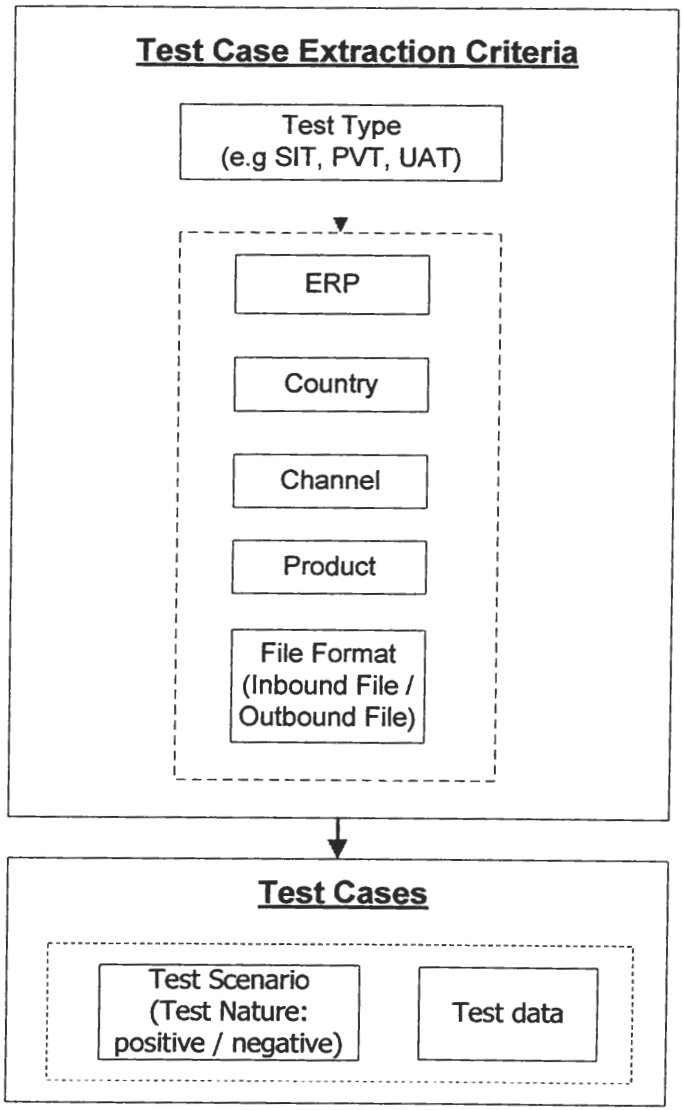

Test Case Extraction Criteria
Test Type
(e.g SIT, PVT, UAT)
ERP
Country
Channel
Product
File Format
(Inbound File /
Outbound File)
Test Cases
Test Scenario
(Test Nature:
positive / negative)
Test data

Figure 10

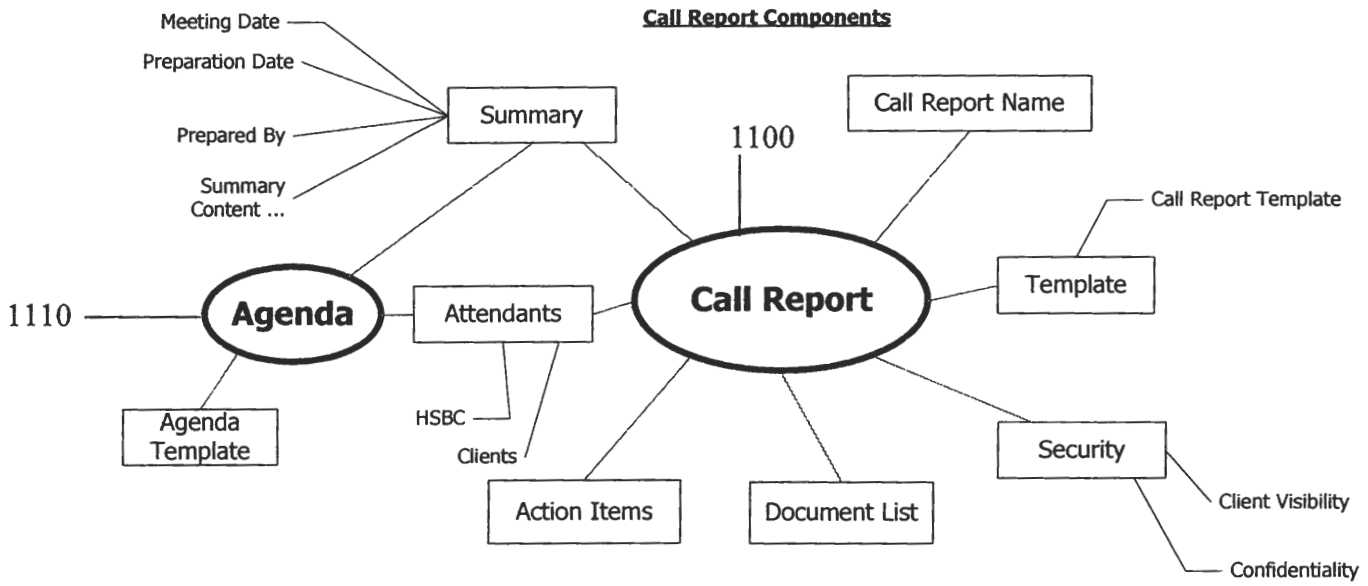

Call Report Components
Meeting Date
Preparation Date
Prepared By
Summary Content ...
Summary
1100
Call Report Name
Call Report Template
Template
1110
Agenda
Attendants
Call Report
Agenda Template
HSBC
Clients
Action Items
Document List
Security
Client Visibility
Confidentiality

Figure 11

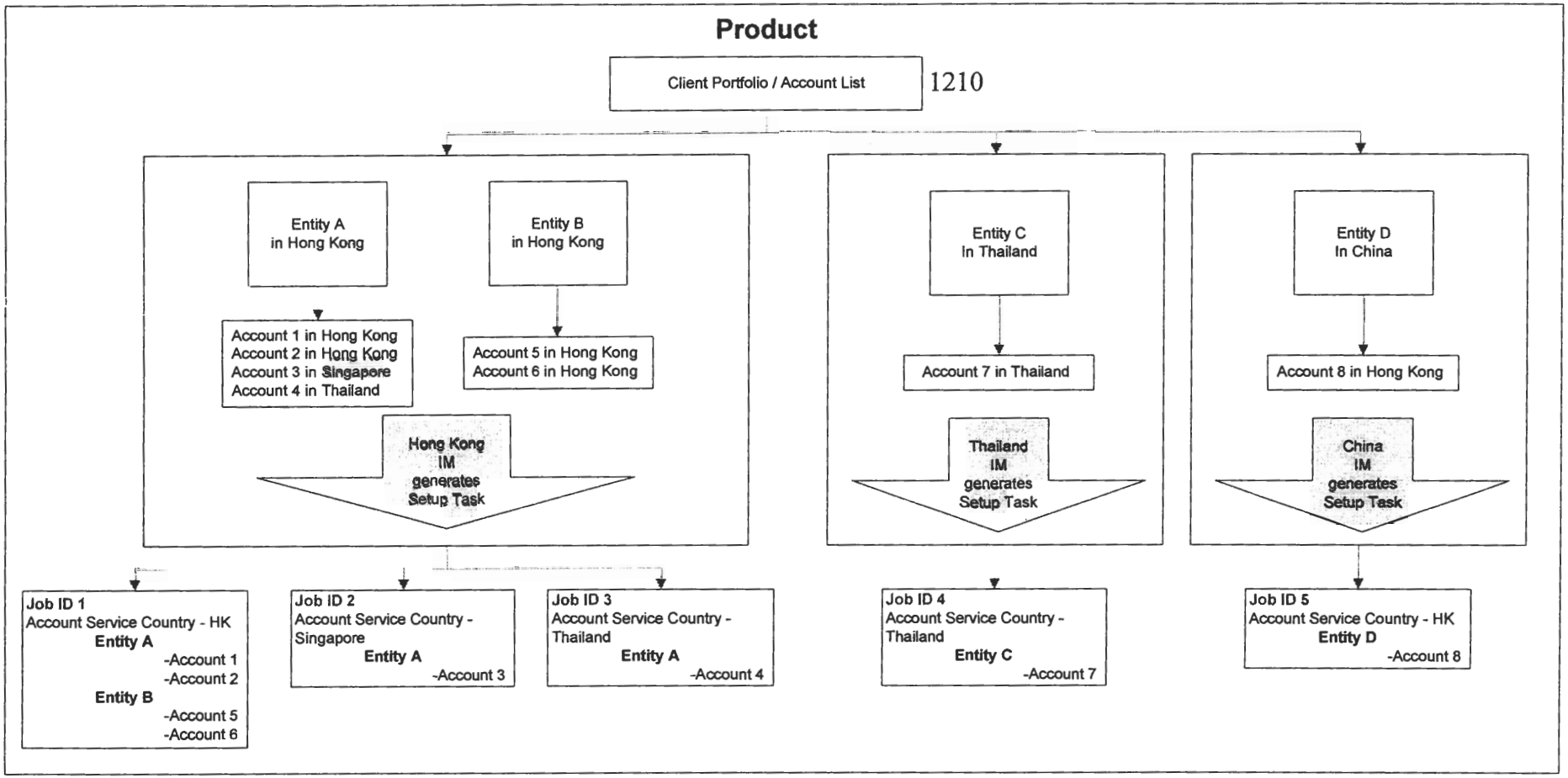

Product
Client Portfolio / Account List
1210
Entity A
in Hong Kong
Entity B
in Hong Kong
Entity C
In Thailand
Entity D
In China
Account 1 in Hong Kong
Account 2 in Hong Kong
Account 3 in Singapore
Account 4 in Thailand
Account 5 in Hong Kong
Account 6 in Hong Kong
Account 7 in Thailand
Account 8 in Hong Kong
Hong Kong IM generates Setup Task
Thailand IM generates Setup Task
China IM generates Setup Task
Job ID 1
Account Service Country - HK
Entity A
-Account 1
-Account 2
Entity B
-Account 5
-Account 6
Job ID 2
Account Service Country - Singapore
Entity A
-Account 3
Job ID 3
Account Service Country - Thailand
Entity A
-Account 4
Job ID 4
Account Service Country - Thailand
Entity C
-Account 7
Job ID 5
Account Service Country - HK
Entity D
-Account 8

Figure 12

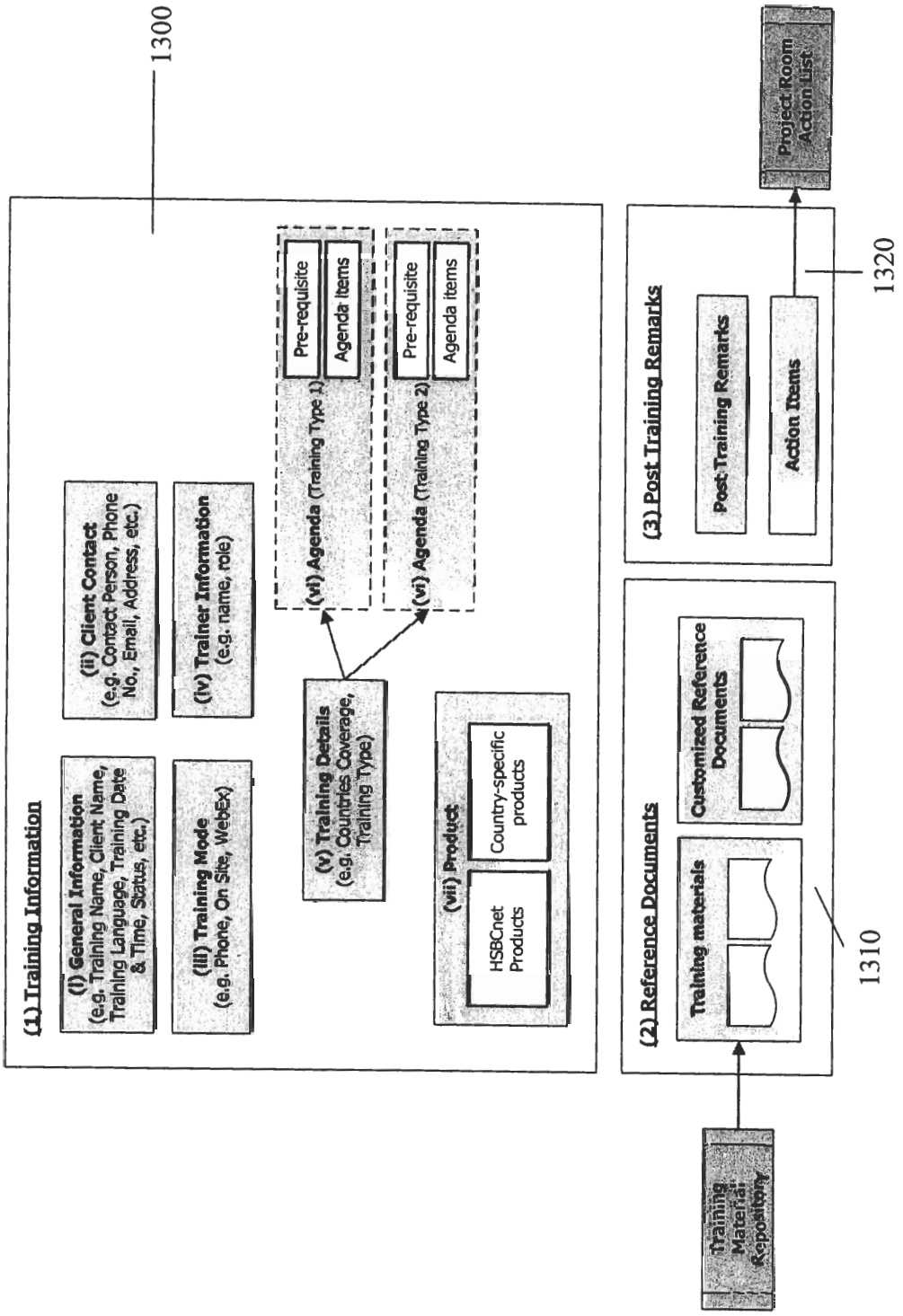

1300
(1) Training Information
(i) General Information (e.g. Training Name, Client Name, Training Language, Training Date & Time, Status, etc.)
(ii) Client Contact (e.g. Contact Person, Phone No., Email, Address, etc.)
(iii) Training Mode (e.g. Phone, On Site, WebEx)
(iv) Trainer Information (e.g. name, role)
(v) Training Details (e.g. Countries Coverage, Training Type)
(vi) Agenda (Training Type 1)
Pre-requisite
Agenda items
(vi) Agenda (Training Type 2)
Pre-requisite
Agenda items
(viii) Product
HSBCnet Products
Country-specific products
(2) Reference Documents
Training materials
Customized Reference Documents
(3) Post Training Remarks
Post Training Remarks
Action Items
Project Room Action List
Training Material Repository
1310
1320

Figure 13

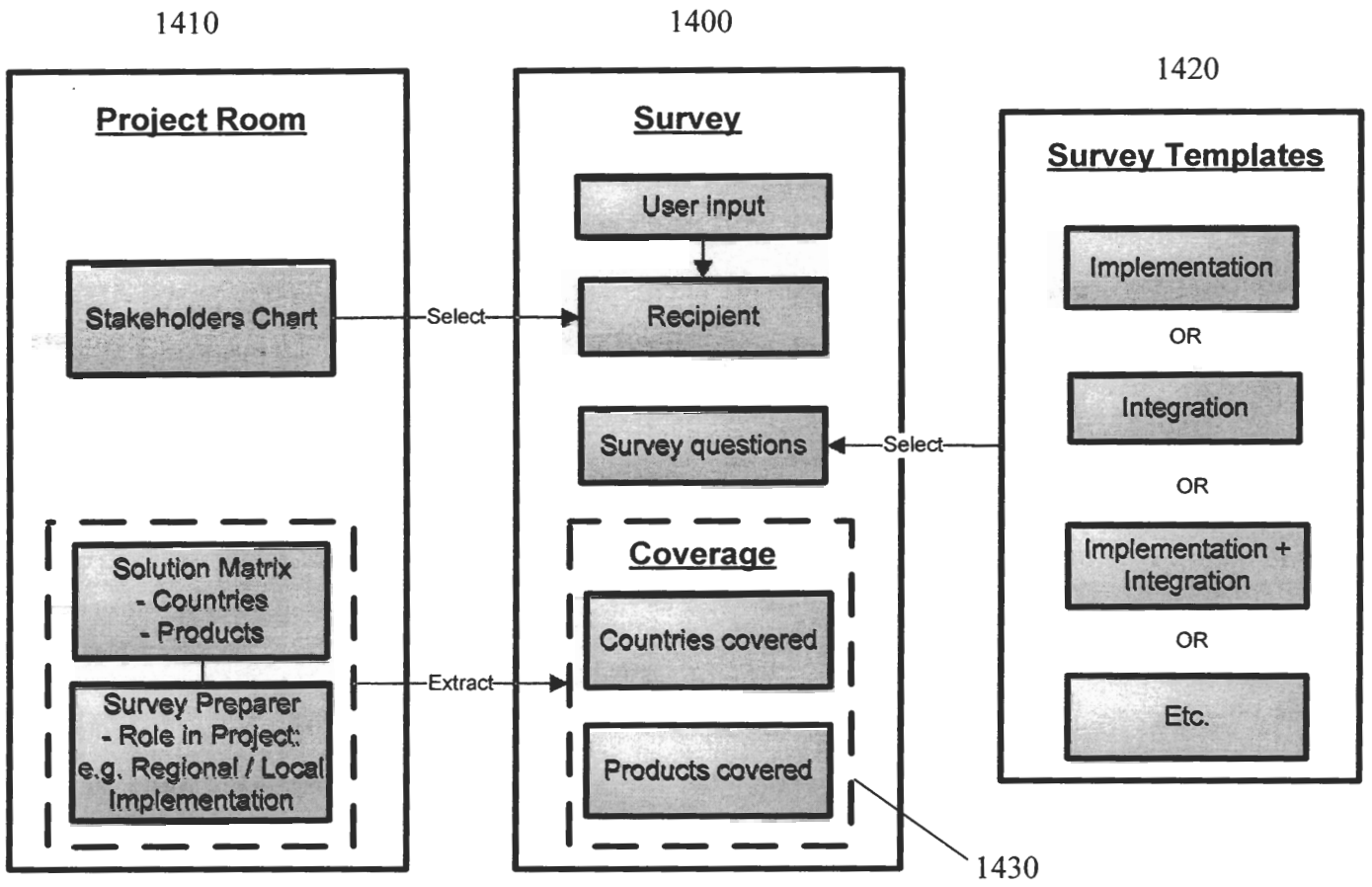

1410
1400
1420
Project Room
Survey
Survey Templates
User input
Stakeholders Chart
Select
Recipient
Implementation
OR
Integration
Survey questions
Select
OR
Implementation + Integration
Coverage
OR
Solution Matrix
- Countries
- Products
Countries covered
Etc.
Survey Preparer
- Role in Project:
e.g. Regional / Local Implementation
Extract
Products covered
1430

Figure 14

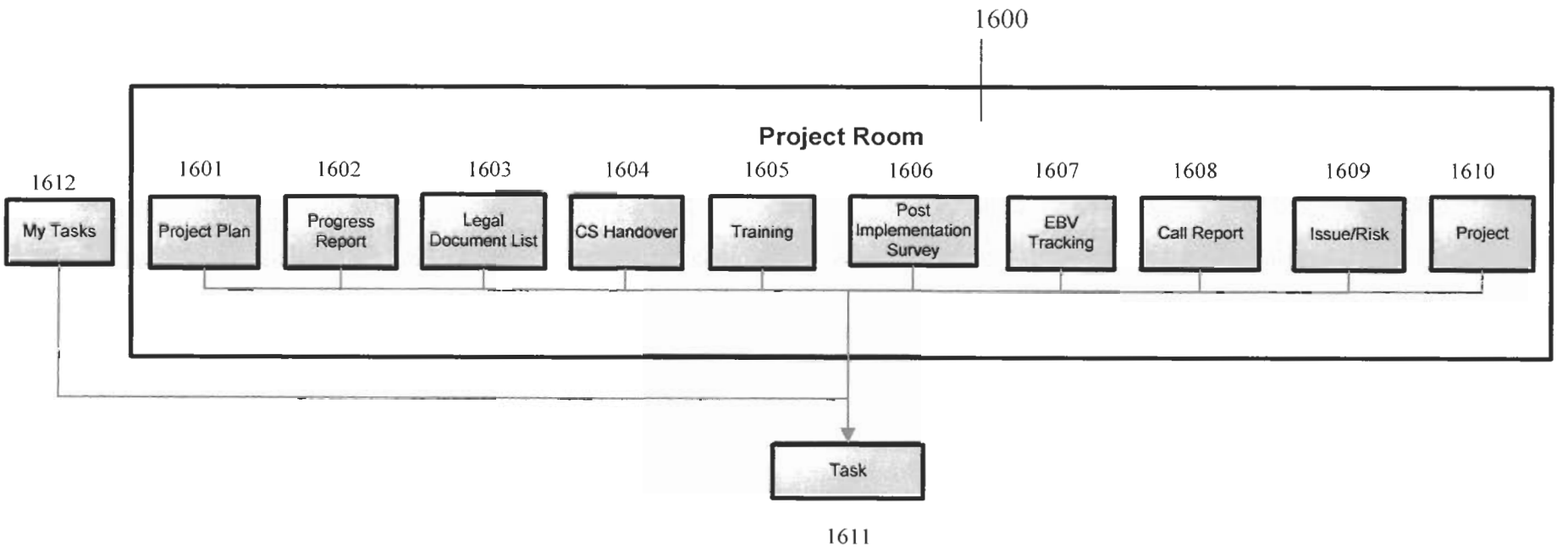

1600
Project Room
1601
1602
1603
1604
1605
1606
1607
1608
1609
1610
1612
My Tasks
Project Plan
Progress Report
Legal Document List
CS Handover
Training
Post Implementation Survey
EBV Tracking
Call Report
Issue/Risk
Project
Task
1611

Figure 15

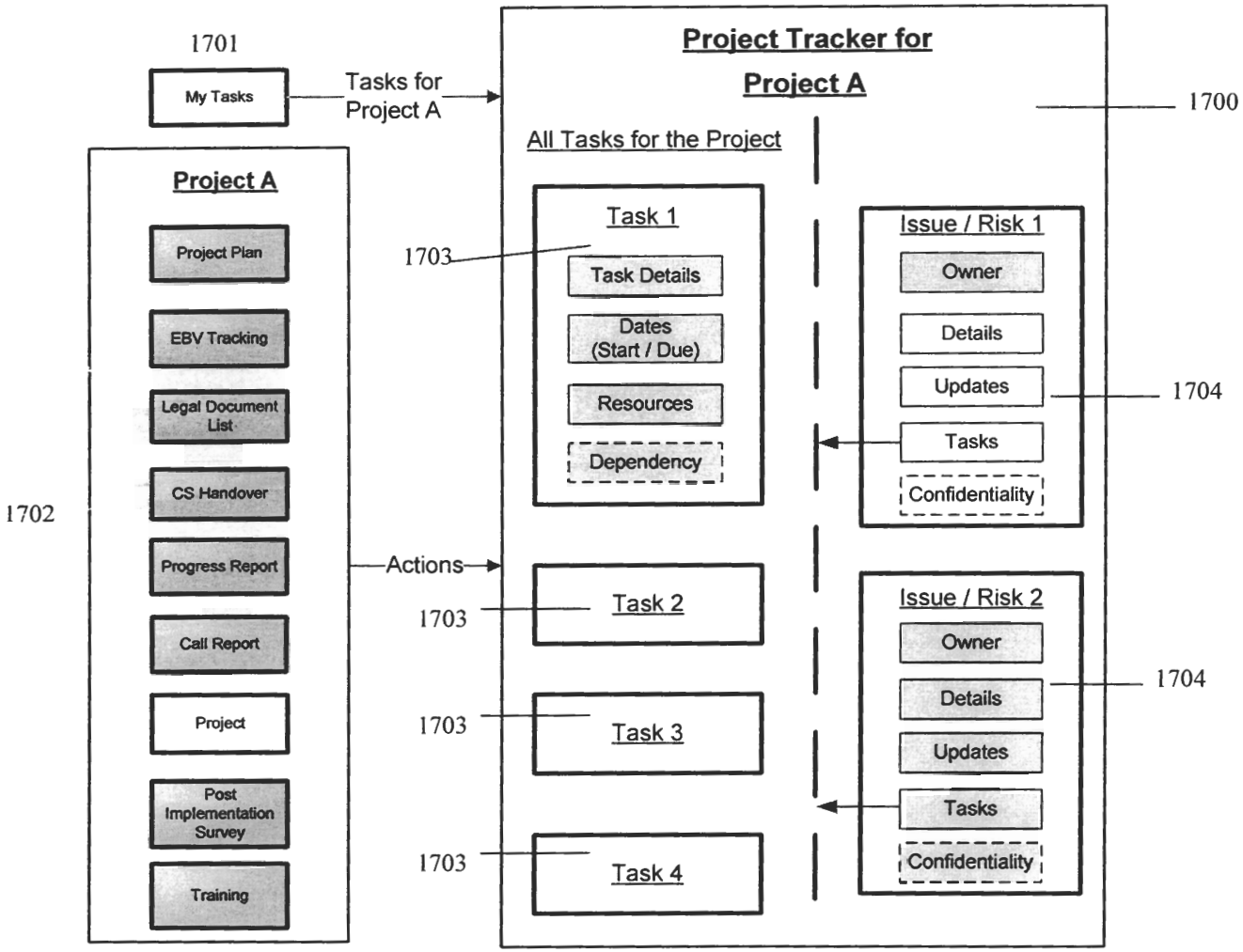

1701
My Tasks
Tasks for Project A
Project Tracker for Project A
1700
All Tasks for the Project
Project A
Project Plan
EBV Tracking
Legal Document List
CS Handover
Progress Report
Call Report
Project
Post Implementation Survey
Training
1702
Actions
Task 1
1703
Task Details
Dates (Start / Due)
Resources
Dependency
Issue / Risk 1
Owner
Details
Updates
Tasks
Confidentiality
1704
Task 2
1703
Task 3
1703
Task 4
1703
Issue / Risk 2
Owner
Details
Updates
Tasks
Confidentiality
1704

Figure 16

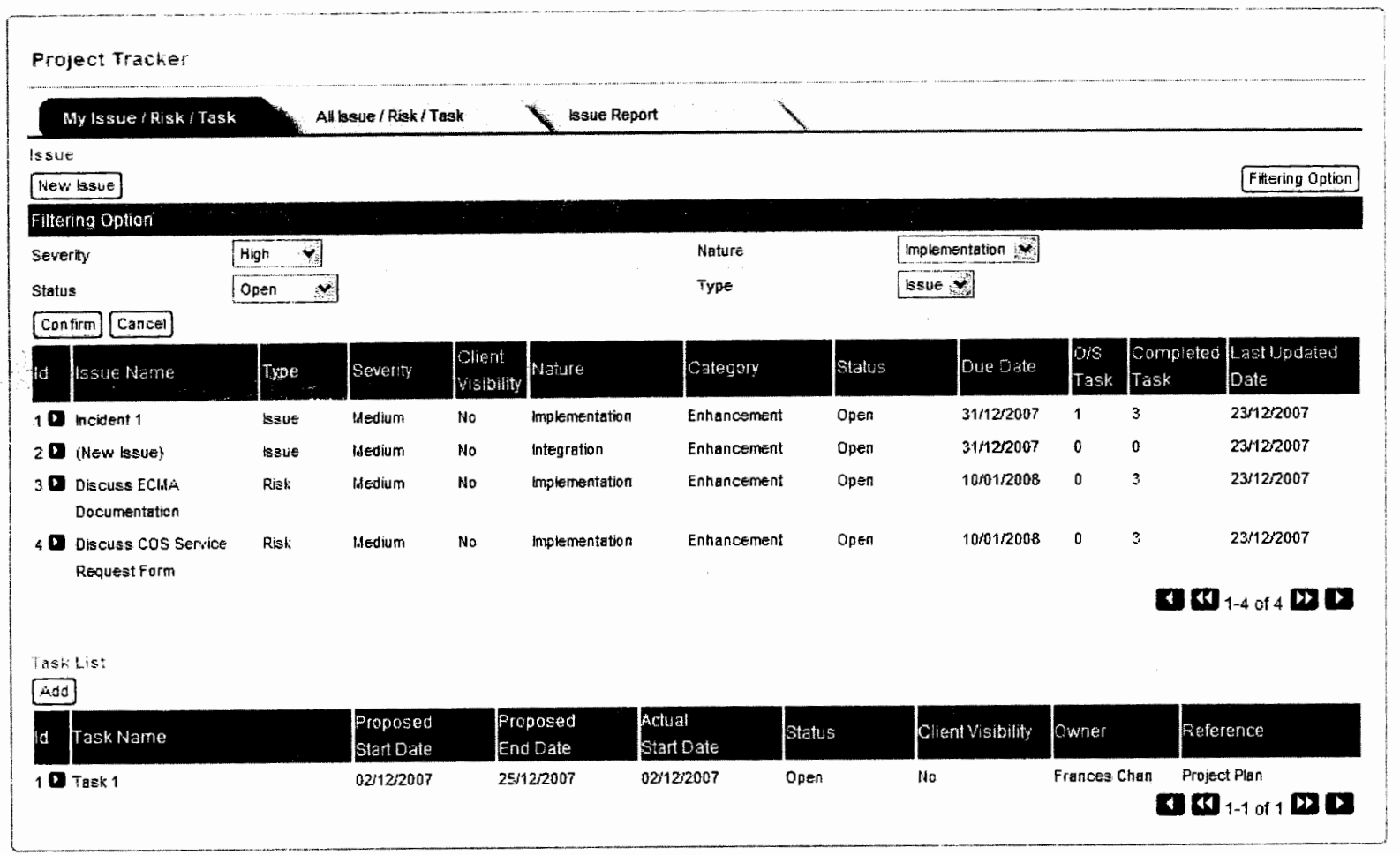

Project Tracker
My Issue / Risk / Task
All Issue / Risk / Task
Issue Report
Issue
New Issue
Filtering Option
Filtering Option
Severity
High
Nature
Implementation
Status
Open
Type
Issue
Confirm
Cancel
Id
Issue Name
Type
Severity
Client Visibility
Nature
Category
Status
Due Date
O/S Task
Completed Task
Last Updated Date
1 Incident 1 Issue Medium No Implementation Enhancement Open 31/12/2007 1 3 23/12/2007
2 (New Issue) Issue Medium No Integration Enhancement Open 31/12/2007 0 0 23/12/2007
3 Discuss ECMA Documentation Risk Medium No Implementation Enhancement Open 10/01/2008 0 3 23/12/2007
4 Discuss COS Service Request Form Risk Medium No Implementation Enhancement Open 10/01/2008 0 3 23/12/2007
1-4 of 4
Task List
Add
Id
Task Name
Proposed Start Date
Proposed End Date
Actual Start Date
Status
Client Visibility
Owner
Reference
1 Task 1 02/12/2007 25/12/2007 02/12/2007 Open No Frances Chan Project Plan
1-1 of 1

Figure 17

Date of Report	01-Nov-09	Generation Frequency	Monthly
Scope	Country - Australia	Region	Asia Pacific

Management Dashboard Report

Post-Implementation Activities of YTD completed deals

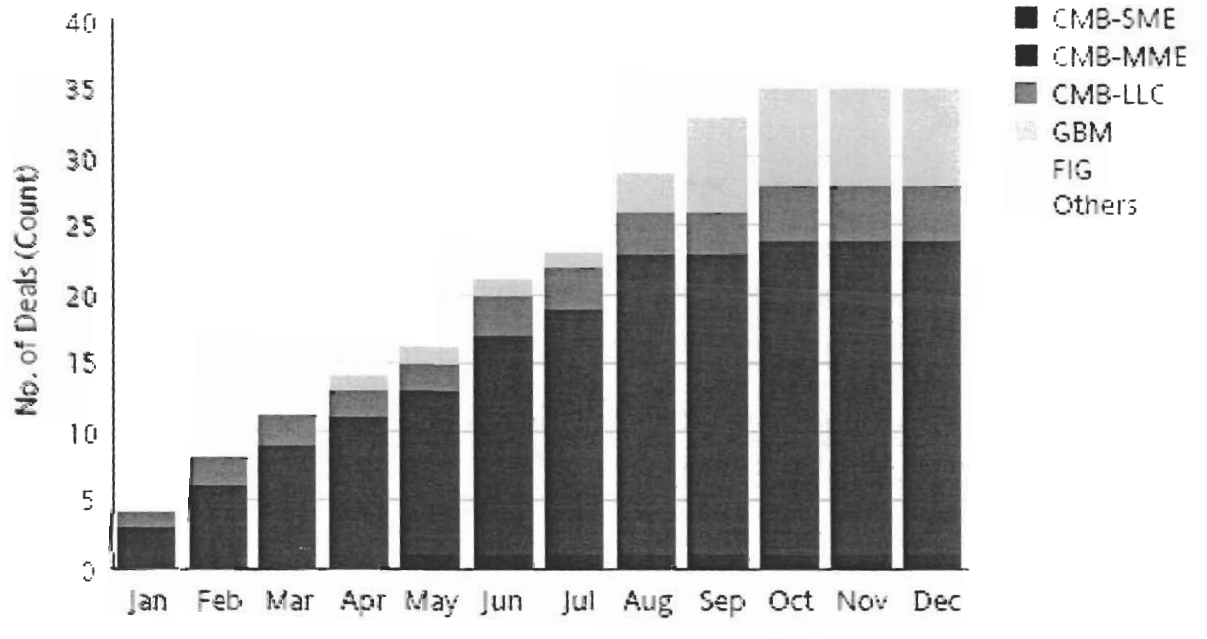
	Count	No. of Deals	%
No. of PIS Received	6	6	100.00%
No. of Testimonials Received	0	0	0.00%
No. of Client Reference Obtained	0	0	0.00%

FNR of YTD & Last Year Completed Deals

			2008		2009	
	No. of Deals	%	No. of Deals	%	No. of Deals	%
Closed and Not Realized	0	0.00%	0	0.00%	0	0.00%
Closed and Realized	0	0.00%	0	0.00%	0	0.00%
Tracking in Progress	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	0	0.00%	0	0.00%

Figure 18

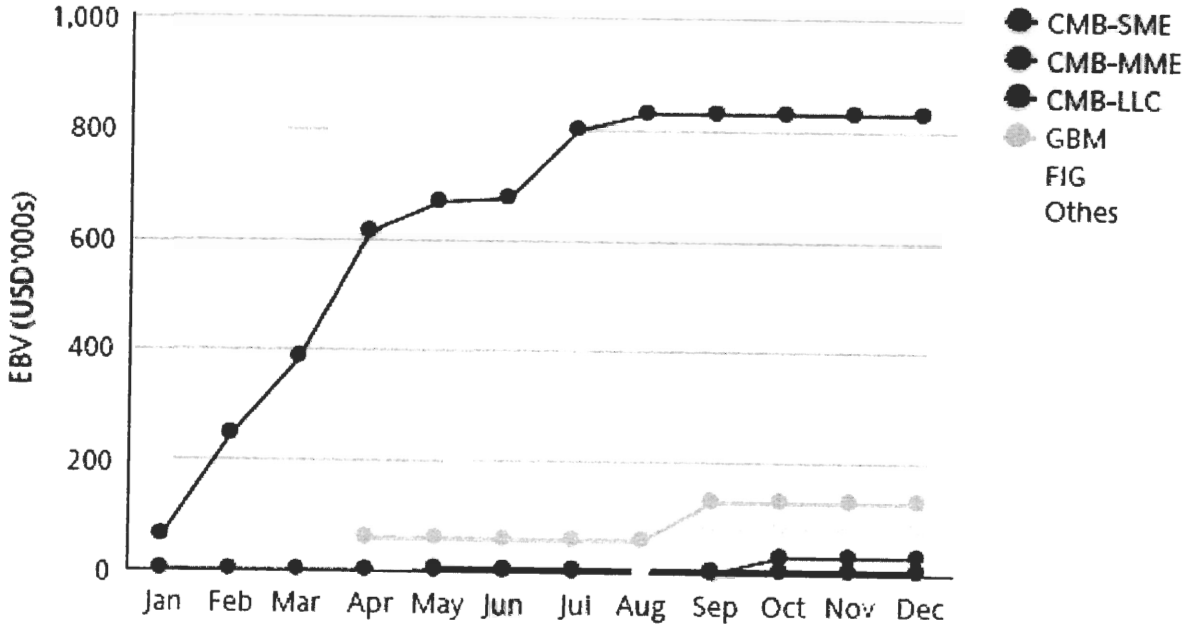
Number of YTD completed deals



Oct	CMB-SME	CMB-MME	CMB-LLC	GBM	FIG	Others	Total
No. of Deals	0	[illegible]	1	0	[illegible]	[illegible]	[illegible]

Figure 19

EBV of YTD completed deals



Oct	CMB-SME	CMB-MME	CMB-LLC	GBM	FIG	Others	Total
USD('000s)	0.00	0.00	29.00	0.00	0.00	0.00	29.00

Figure 20

FNR of YTD & Last Year Completed Deals

2009 Completed Deals In Tracking Status					
Deals Completion Month	No. of Deals	FNR Accumulated (USD'000s)	FNR Annualised (USD'000s)	EBV (USD'000s)	% Realisation
Jan	0	0.00	0.00	0.00	0.00%
Feb	0	0.00	0.00	0.00	0.00%
Mar	0	0.00	0.00	0.00	0.00%
Apr	0	0.00	0.00	0.00	0.00%
May	0	0.00	0.00	0.00	0.00%
Jun	0	0.00	0.00	0.00	0.00%
Jul	0	0.00	0.00	0.00	0.00%
Aug	0	0.00	0.00	0.00	0.00%
Sep	0	0.00	0.00	0.00	0.00%
Oct	0	0.00	0.00	0.00	0.00%
Nov	0	0.00	0.00	0.00	0.00%
Dec	0	0.00	0.00	0.00	0.00%
Total	**0**	**0.00**	**0.00**	**0.00**	N/A

2008 Completed Deals In Tracking Status					
Deals Completion	No. of Deals	FNR Accumulated (USD'000s)	FNR Annualised (USD'000s)	EBV (USD'000s)	% Realisation
Total	**35**	**0.00**	**0.00**	**1,193.00**	**0.00%**

Figure 21

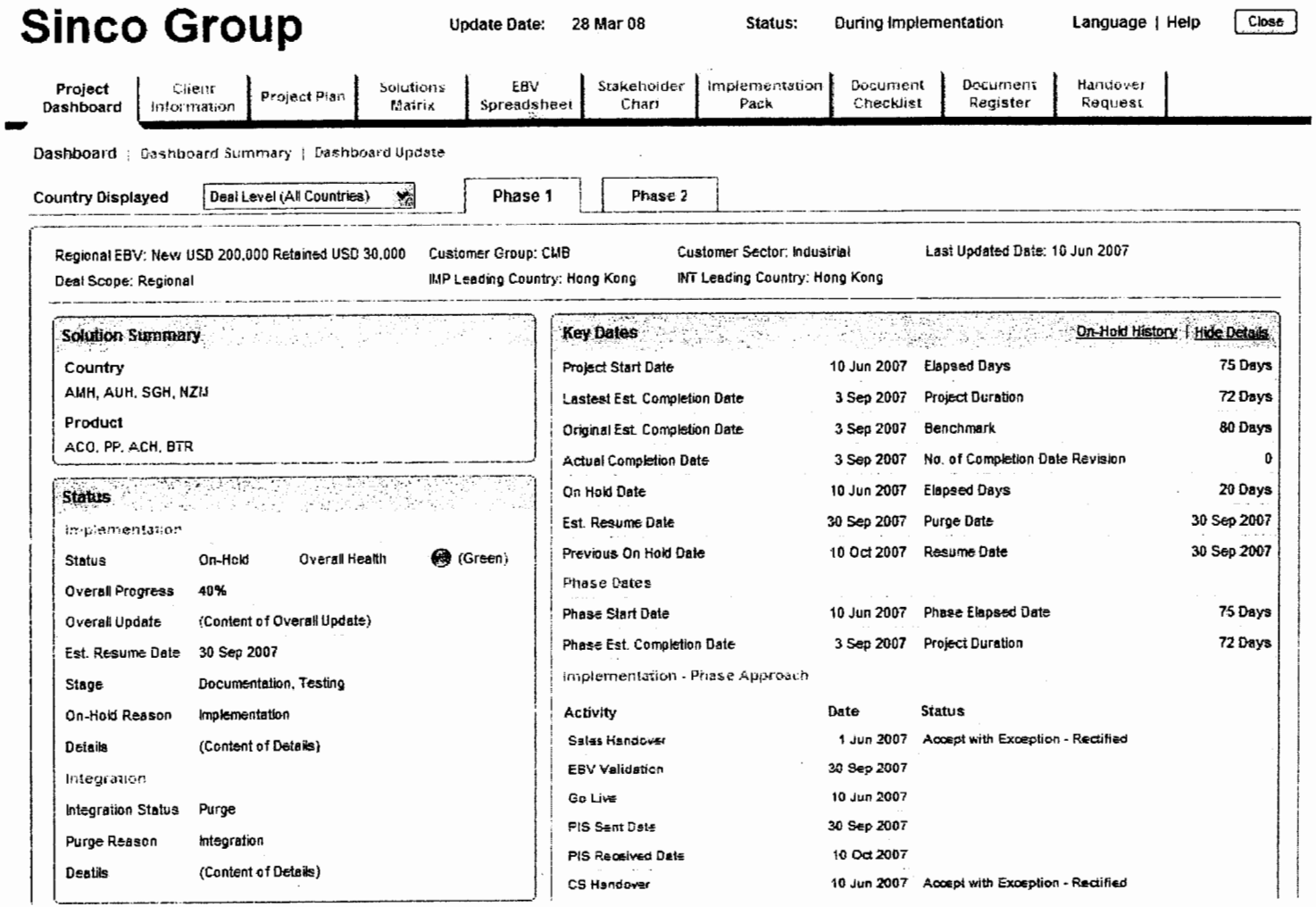

Sinco Group
Update Date: 28 Mar 08
Status: During Implementation
Language | Help
Close
Project Dashboard
Client Information
Project Plan
Solutions Matrix
EBV Spreadsheet
Stakeholder Chart
Implementation Pack
Document Checklist
Document Register
Handover Request
Dashboard | Dashboard Summary | Dashboard Update
Country Displayed
Deal Level (All Countries)
Phase 1
Phase 2
Regional EBV: New USD 200,000 Retained USD 30,000
Customer Group: CMB
Customer Sector: Industrial
Last Updated Date: 10 Jun 2007
Deal Scope: Regional
IMP Leading Country: Hong Kong
INT Leading Country: Hong Kong
Solution Summary
Country
AMH, AUH, SGH, NZH
Product
ACO, PP, ACH, BTR
Status
Implementation
Status On-Hold Overall Health (Green)
Overall Progress 40%
Overall Update (Content of Overall Update)
Est. Resume Date 30 Sep 2007
Stage Documentation, Testing
On-Hold Reason Implementation
Details (Content of Details)
Integration
Integration Status Purge
Purge Reason Integration
Details (Content of Details)
Key Dates
On-Hold History | Hide Details
Project Start Date 10 Jun 2007
Elapsed Days 75 Days
Lastest Est. Completion Date 3 Sep 2007
Project Duration 72 Days
Original Est. Completion Date 3 Sep 2007
Benchmark 80 Days
Actual Completion Date 3 Sep 2007
No. of Completion Date Revision 0
On Hold Date 10 Jun 2007
Elapsed Days 20 Days
Est. Resume Date 30 Sep 2007
Purge Date 30 Sep 2007
Previous On Hold Date 10 Oct 2007
Resume Date 30 Sep 2007
Phase Dates
Phase Start Date 10 Jun 2007
Phase Elapsed Date 75 Days
Phase Est. Completion Date 3 Sep 2007
Project Duration 72 Days
Implementation - Phase Approach
Activity
Date
Status
Sales Handover 1 Jun 2007 Accept with Exception - Rectified
EBV Validation 30 Sep 2007
Go Live 10 Jun 2007
PIS Sent Date 30 Sep 2007
PIS Received Date 10 Oct 2007
CS Handover 10 Jun 2007 Accept with Exception - Rectified

Figure 22

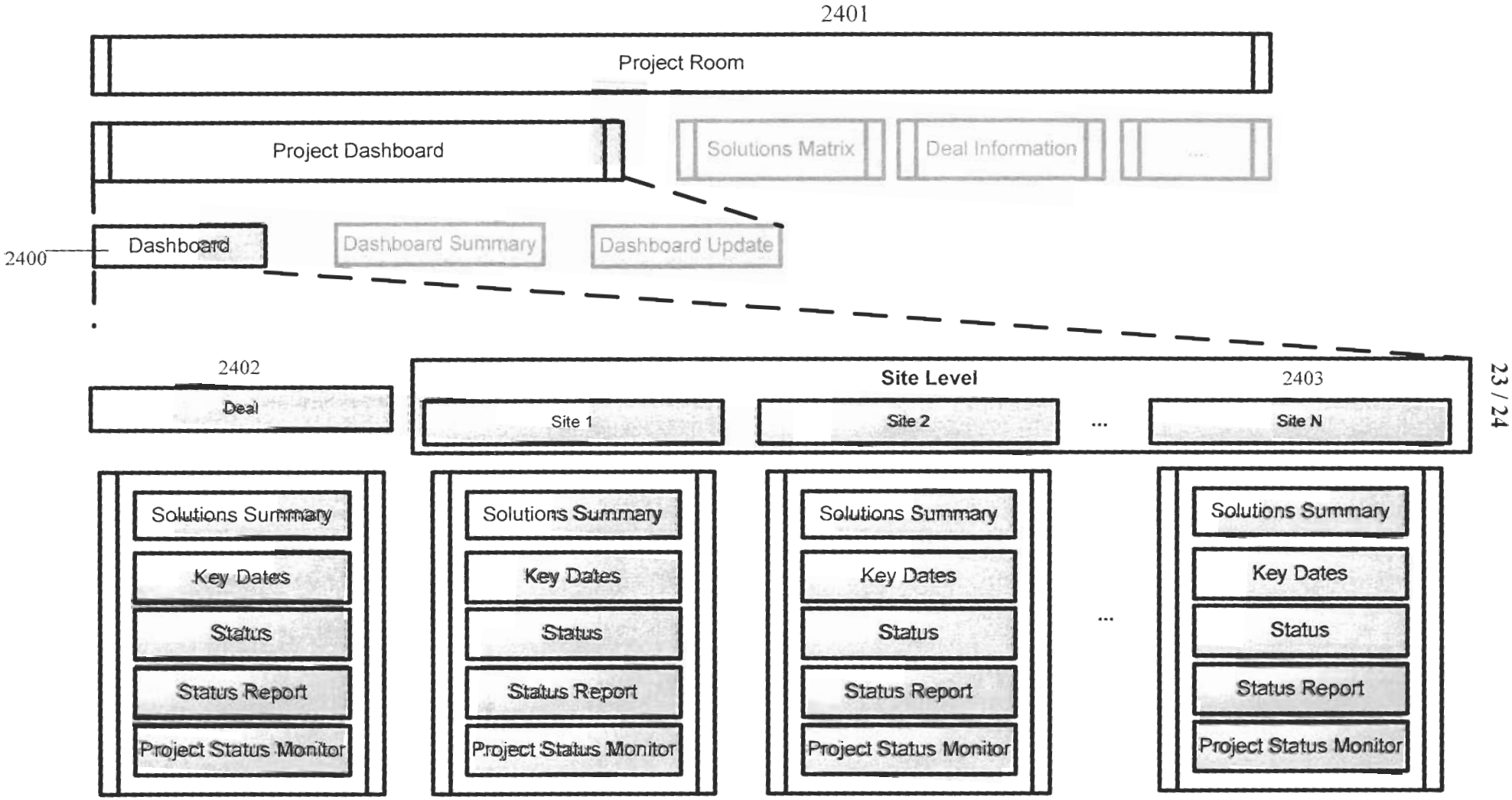

2401
Project Room
Project Dashboard
Solutions Matrix
Deal Information
...
2400
Dashboard
Dashboard Summary
Dashboard Update
2402
Deal
Site Level
2403
Site 1
Site 2
...
Site N
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor
...
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor

Figure 23

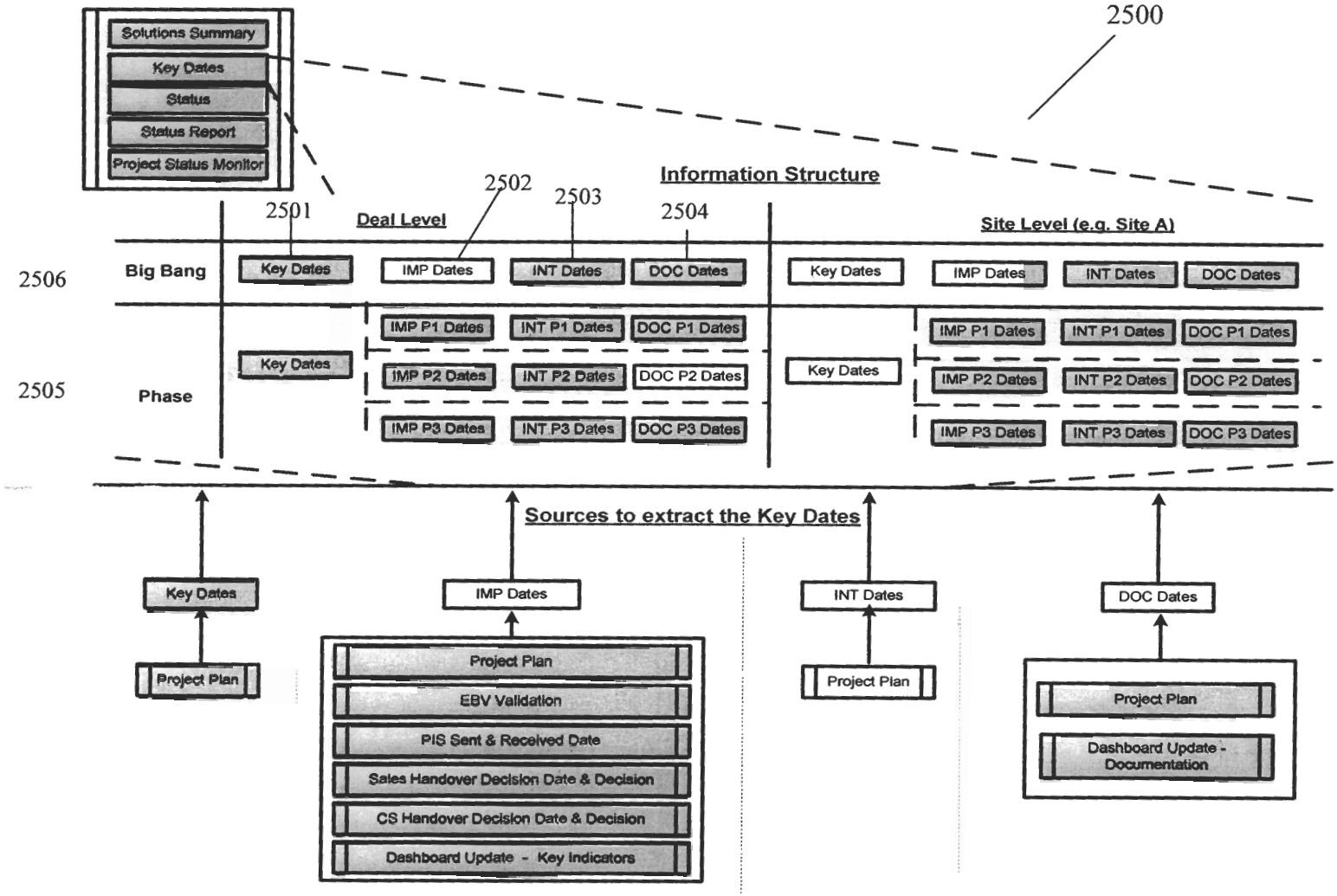

2500
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor
Information Structure
2501
2502
2503
2504
Deal Level
Site Level (e.g. Site A)
2506
Big Bang
2505
Phase
Key Dates
IMP Dates
INT Dates
DOC Dates
IMP P1 Dates
INT P1 Dates
DOC P1 Dates
IMP P2 Dates
INT P2 Dates
DOC P2 Dates
IMP P3 Dates
INT P3 Dates
DOC P3 Dates
Sources to extract the Key Dates
Project Plan
EBV Validation
PIS Sent & Received Date
Sales Handover Decision Date & Decision
CS Handover Decision Date & Decision
Dashboard Update - Key Indicators
Dashboard Update - Documentation

Figure 24