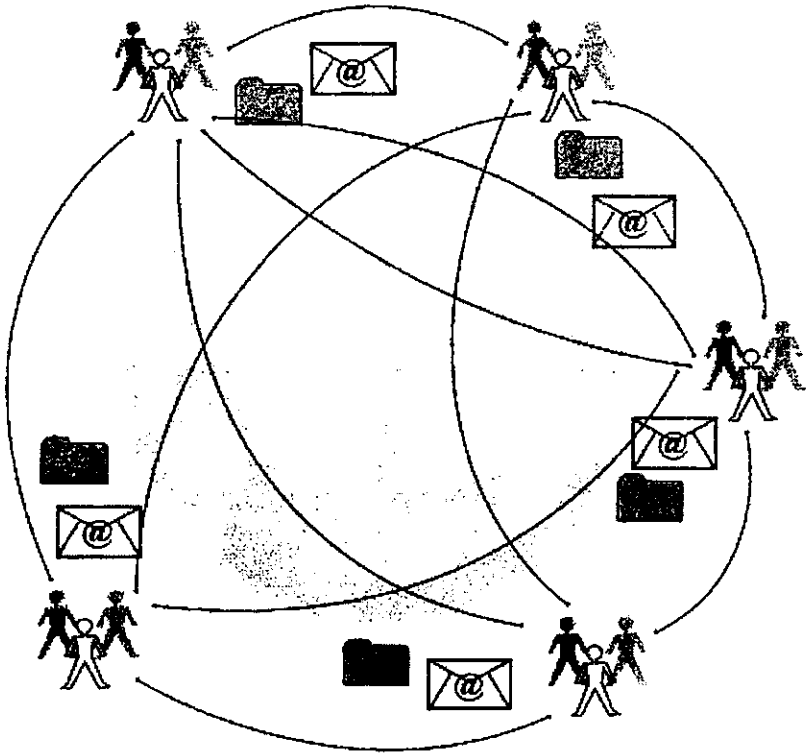
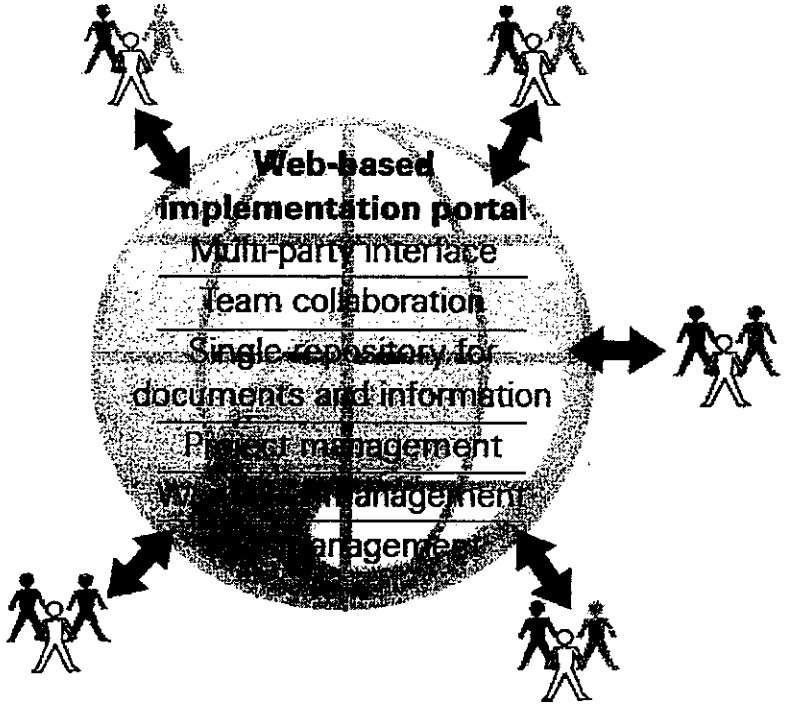


**Before**

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

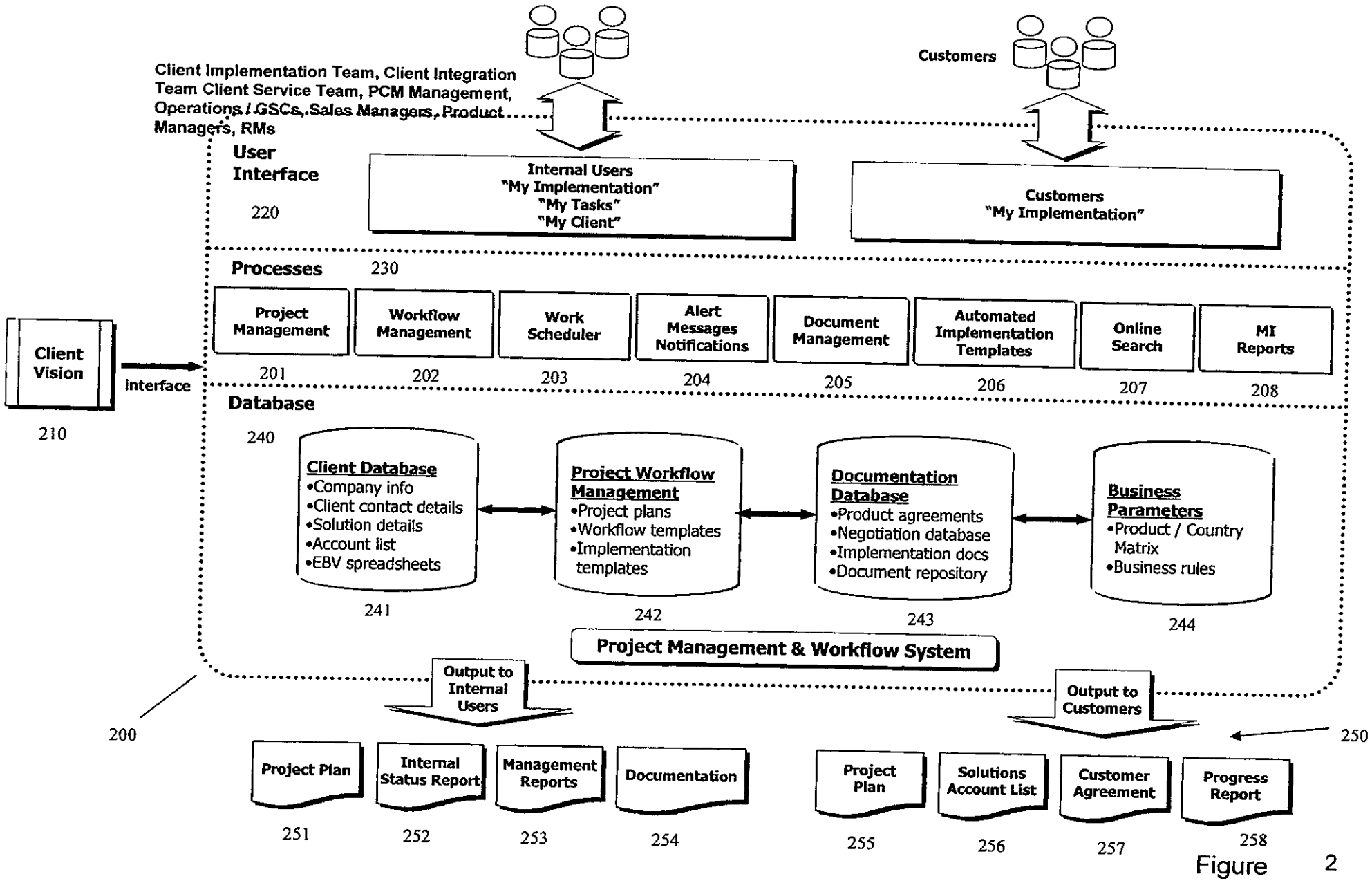

Client Implementation Team, Client Integration Team Client Service Team, PCM Management, Operations / GSCs, Sales Managers, Product Managers, RMs
Customers
User Interface
220
Internal Users
"My Implementation"
"My Tasks"
"My Client"
Customers
"My Implementation"
Processes
230
Project Management
Workflow Management
Work Scheduler
Alert Messages Notifications
Document Management
Automated Implementation Templates
Online Search
MI Reports
201
202
203
204
205
206
207
208
Client Vision
210
interface
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
Internal Status Report
Management Reports
Documentation
251
252
253
254
Project Plan
Solutions Account List
Customer Agreement
Progress Report
255
256
257
258

Figure 2

# ClientSphere's Automation Methodology

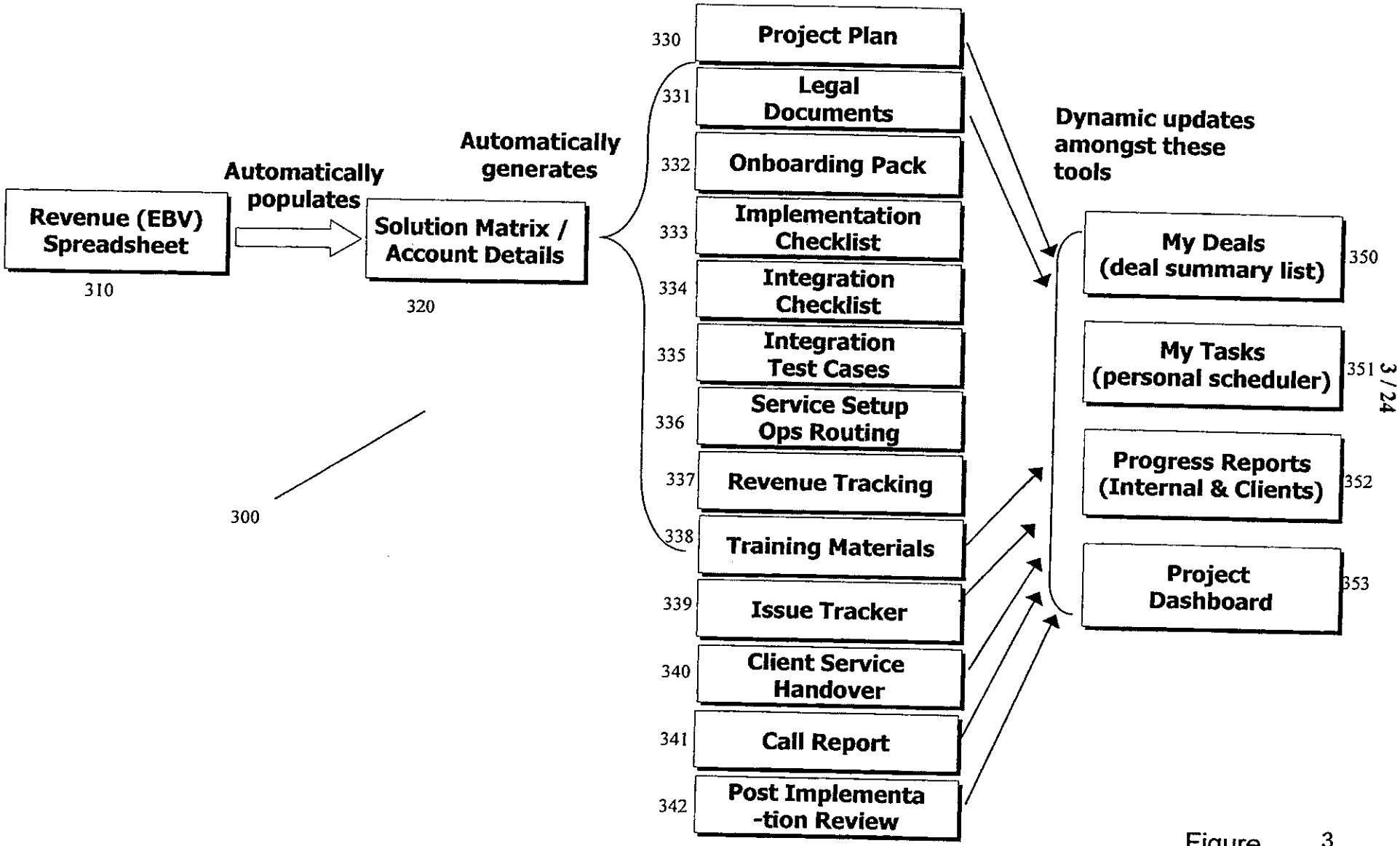





Figure 3

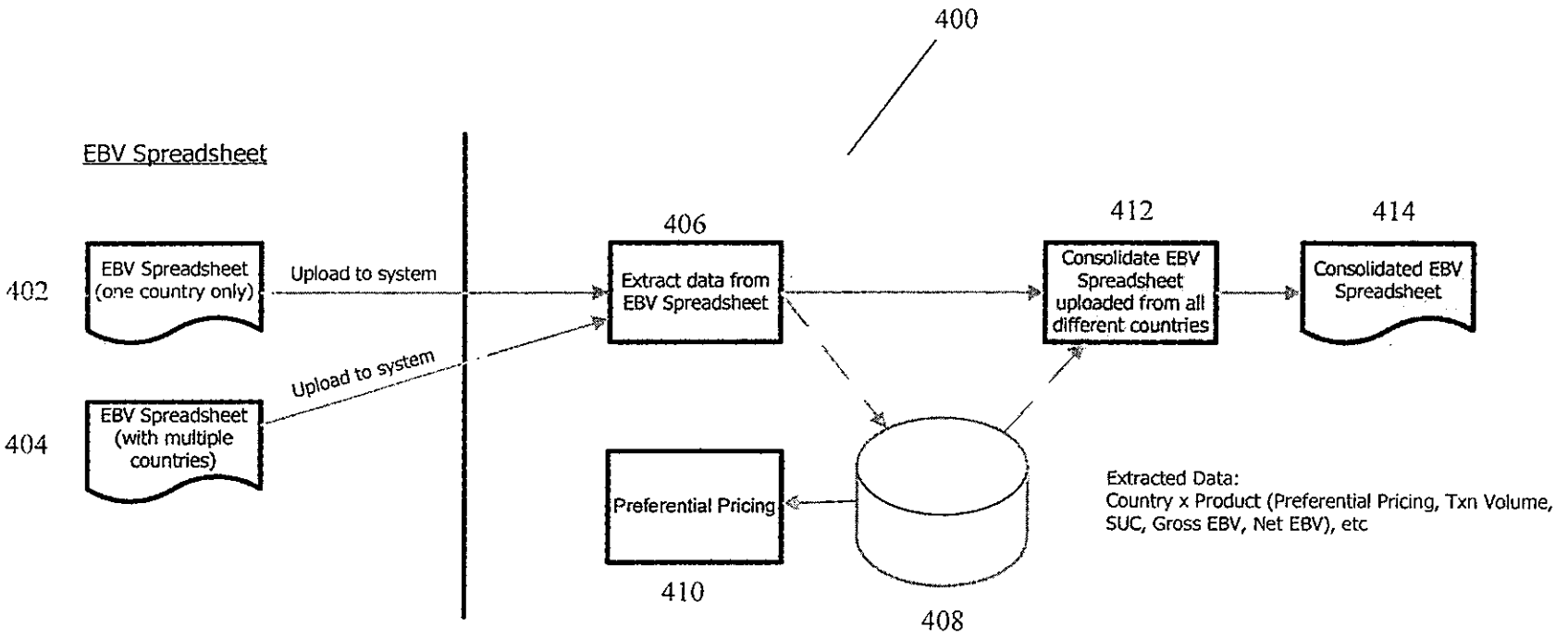

400
EBV Spreadsheet
402
EBV Spreadsheet (one country only)
Upload to system
404
EBV Spreadsheet (with multiple countries)
Upload to system
406
Extract data from EBV Spreadsheet
412
Consolidate EBV Spreadsheet uploaded from all different countries
414
Consolidated EBV Spreadsheet
Preferential Pricing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



Figure 4

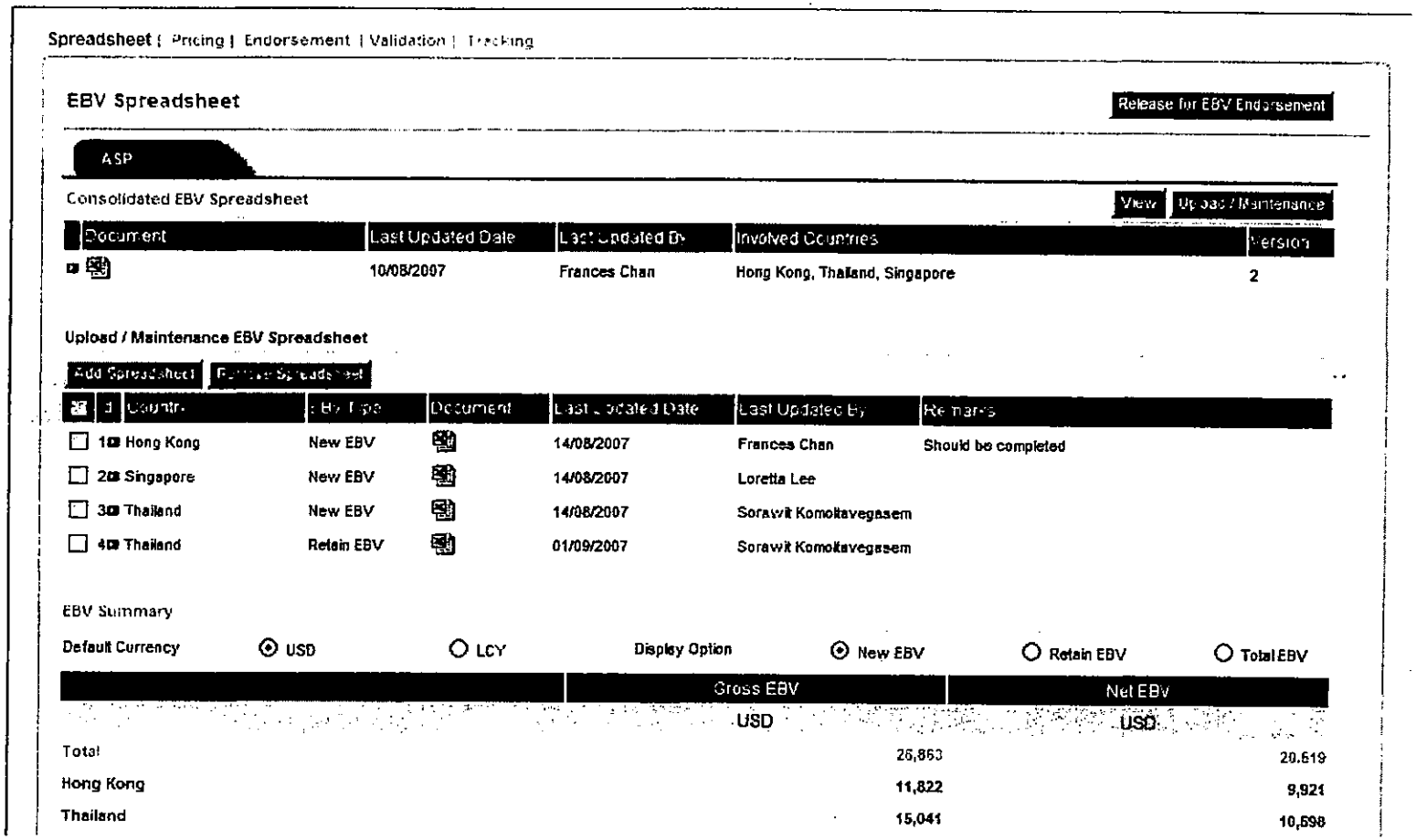
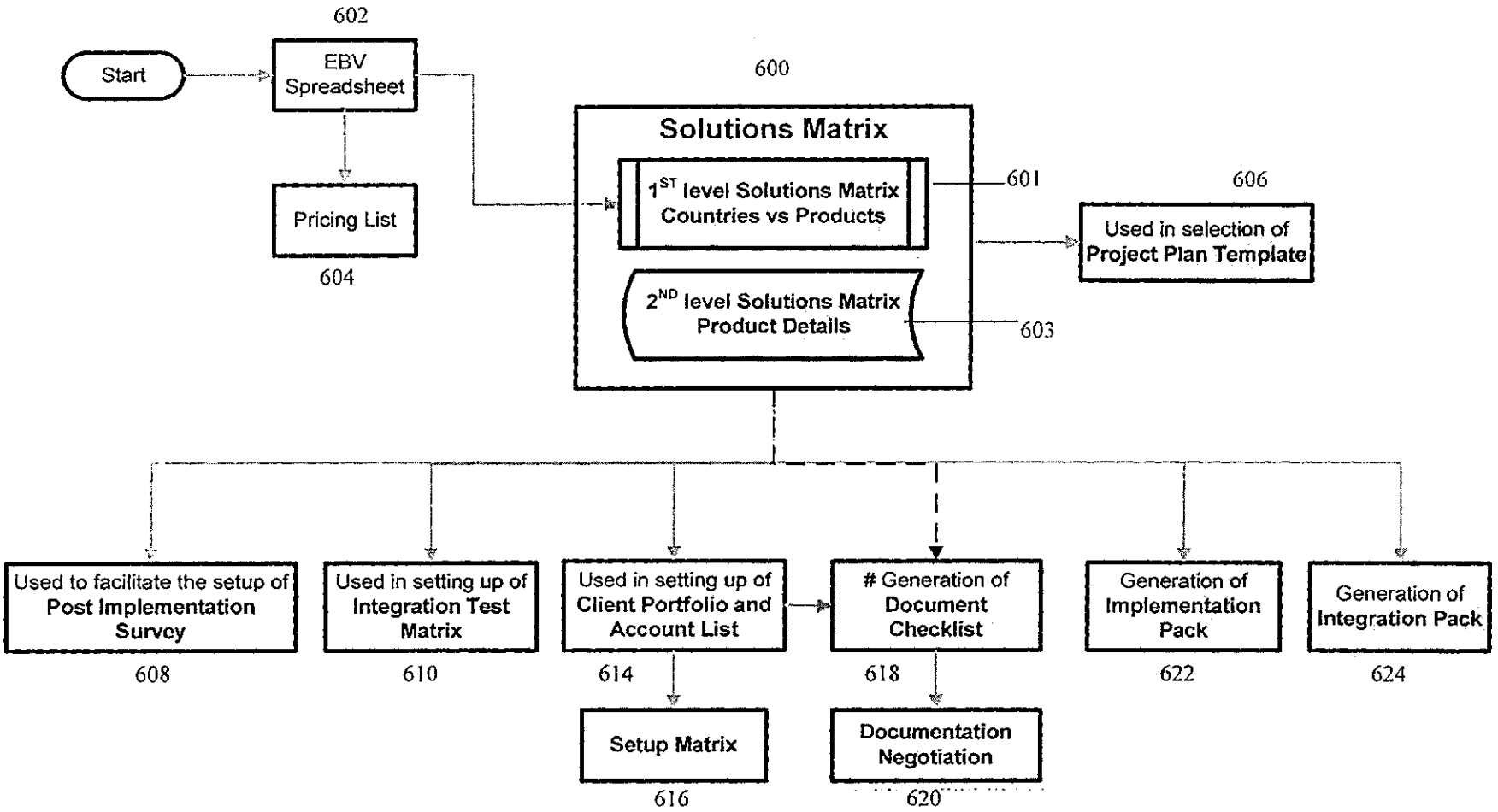

Spreadsheet | Pricing | Endorsement | Validation | Tracking
EBV Spreadsheet
Release for EBV Endorsement
ASP
Consolidated EBV Spreadsheet
View
Upload / Maintenance
Document
Last Updated Date
Last Updated By
Involved Countries
Version
10/08/2007
Frances Chan
Hong Kong, Thailand, Singapore
2
Upload / Maintenance EBV Spreadsheet
Add Spreadsheet
Remove Spreadsheet
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
20,619
Hong Kong
11,822
9,921
Thailand
15,041
10,698

Figure 5




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



Figure 6

1.2.2.3 1st Level of Solutions Matrix

Screen

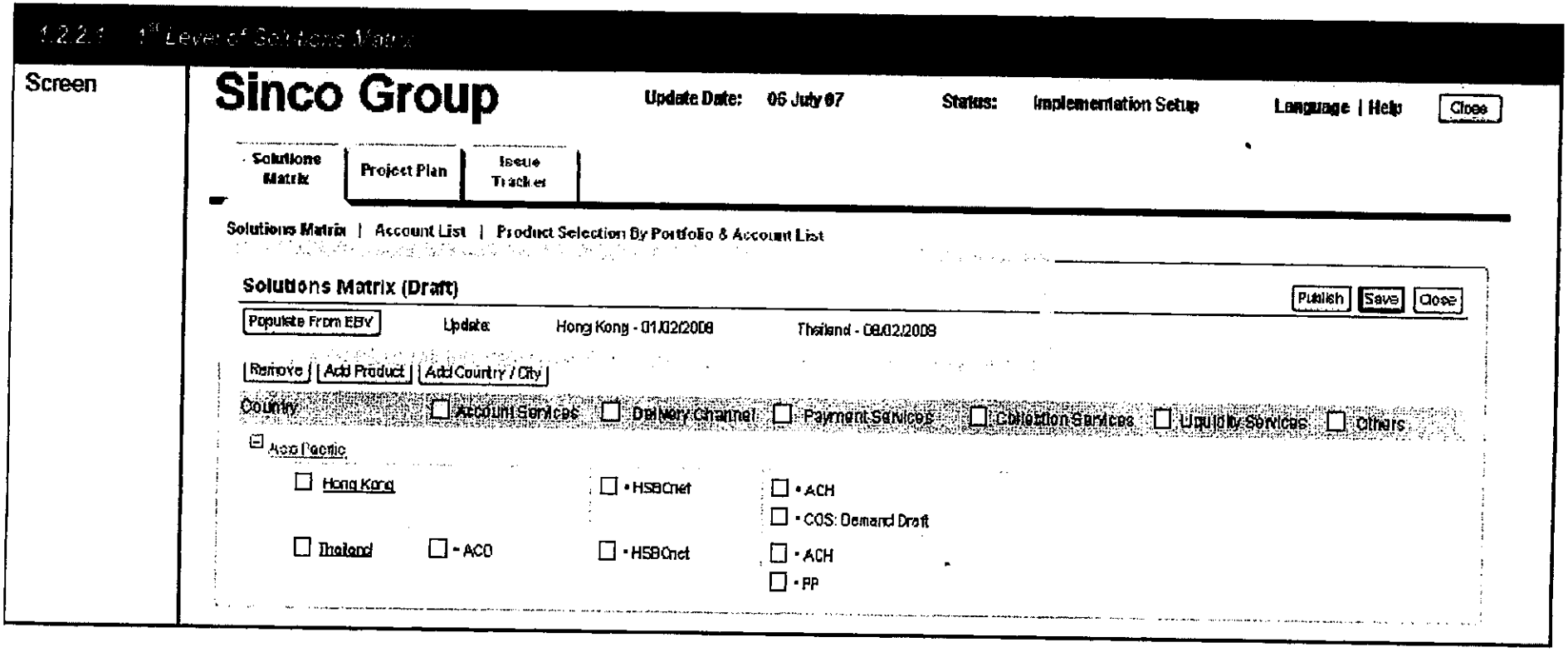



Figure 7

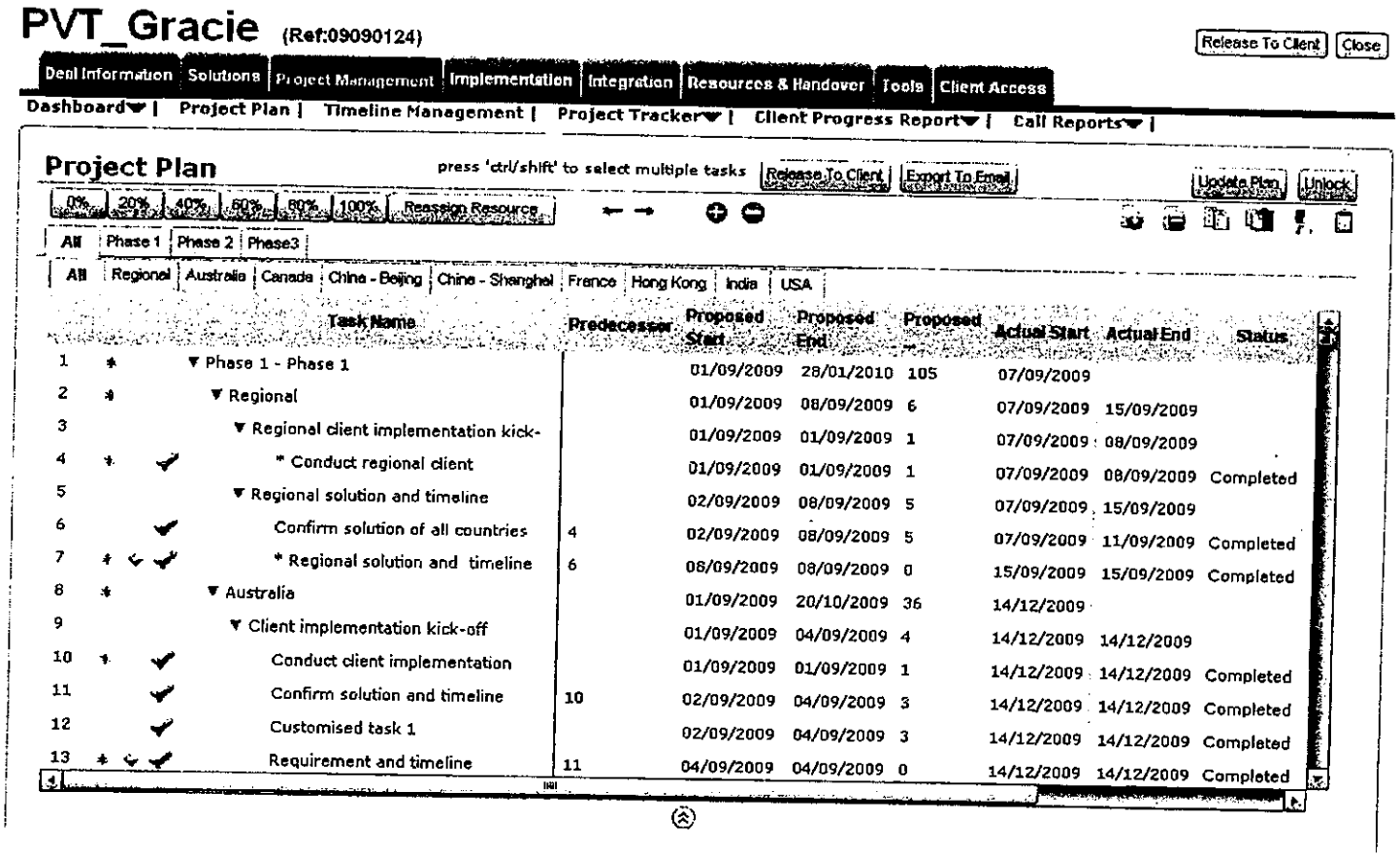

PVT_Gracie (Ref:09090124)
Release To Client
Close
Deal Information
Solutions
Project Management
Implementation
Integration
Resources & Handover
Tools
Client Access
Dashboard
Project Plan
Timeline Management
Project Tracker
Client Progress Report
Call Reports
Project Plan
press 'ctrl/shift' to select multiple tasks
Release To Client
Export To Email
Update Plan
Unlock
0%
20%
40%
60%
80%
100%
Reassign Resource
All
Phase 1
Phase 2
Phase3
All
Regional
Australia
Canada
China - Beijing
China - Shanghai
France
Hong Kong
India
USA
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

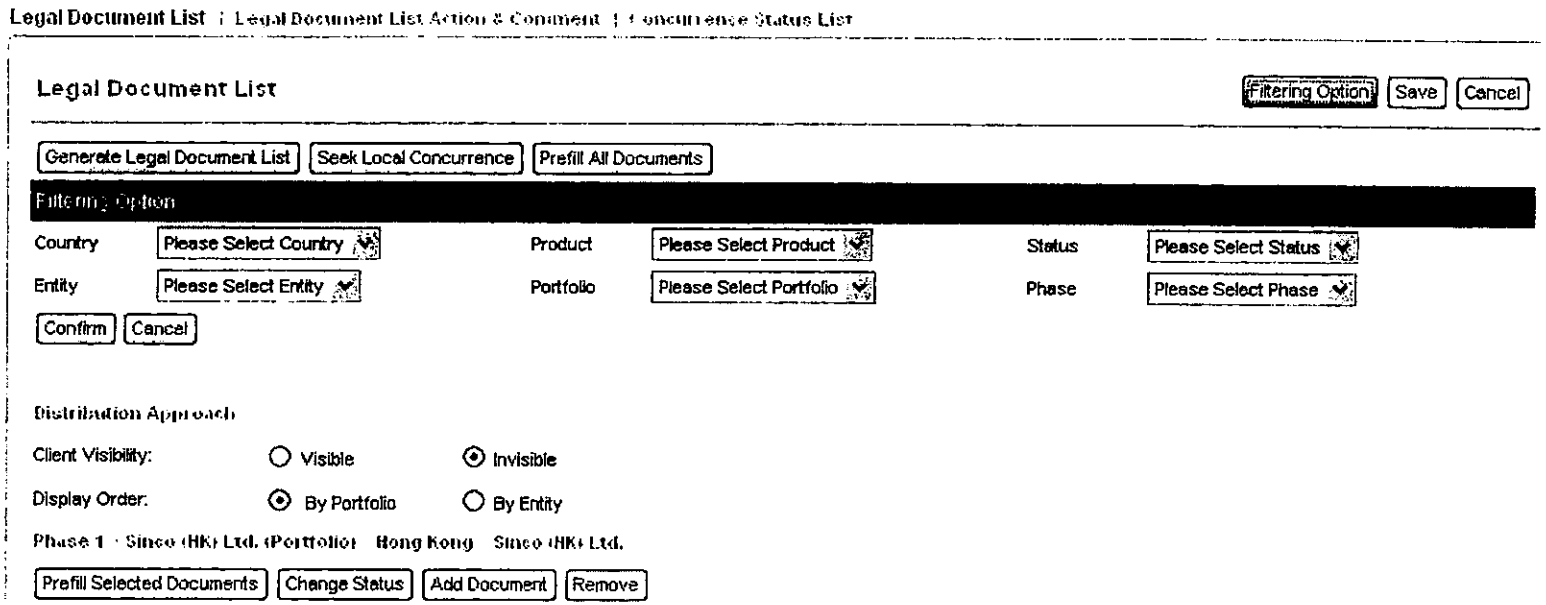

Legal Document List | Legal Document List Action & Comment | Concurrence Status List
Legal Document List
Filtering Option
Save
Cancel
Generate Legal Document List
Seek Local Concurrence
Prefill All Documents
Filtering Option
Country
Please Select Country
Product
Please Select Product
Status
Please Select 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

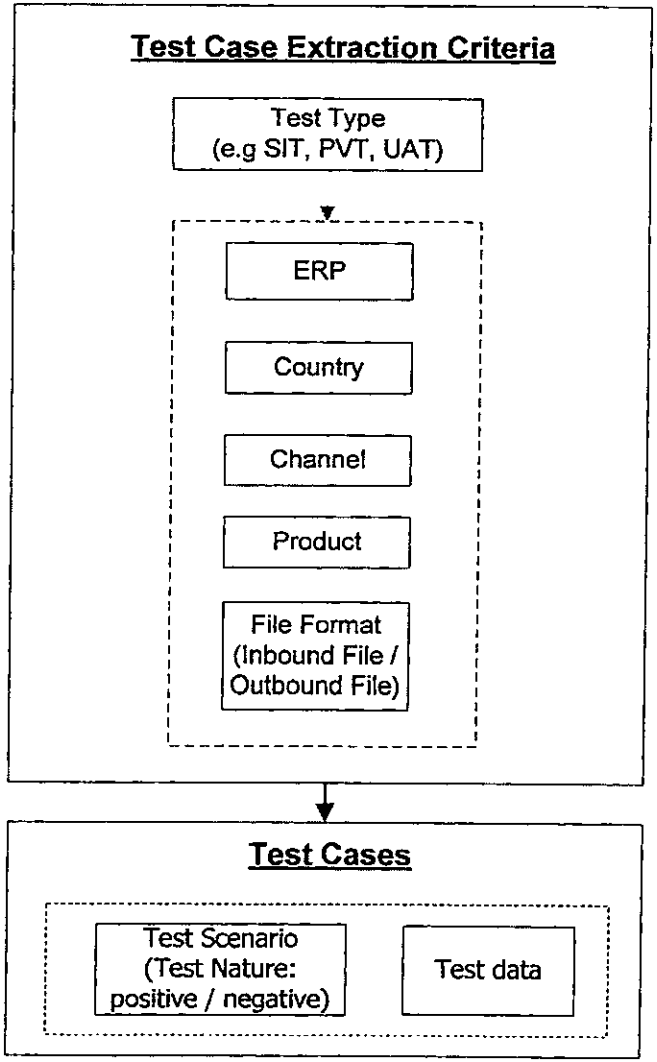

Test Case Extraction Criteria
Test Type
(e.g SIT, PVT, UAT)
ERP
Country
Channel
Product
File Format
(Inbound File /
Outbound File)
Test Cases
Test Scenario
(Test Nature:
positive / negative)
Test data

Figure 10

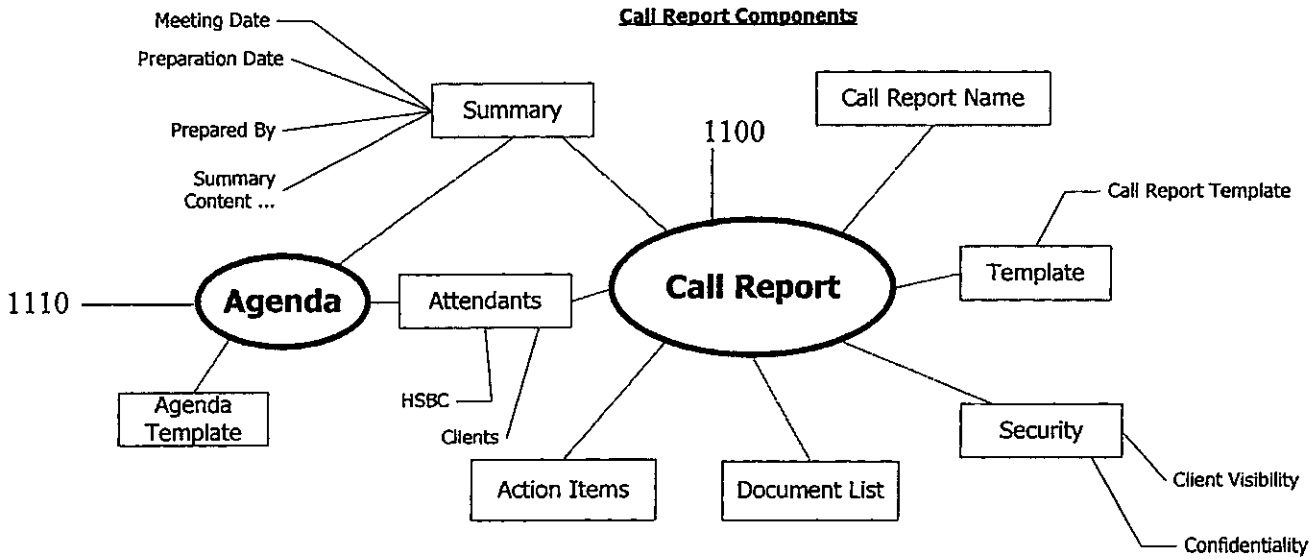

Call Report Components
Meeting Date
Preparation Date
Prepared By
Summary Content ...
Summary
1100
Call Report Name
Call Report Template
1110
Agenda
Attendants
Call Report
Template
Agenda Template
HSBC
Clients
Action Items
Document List
Security
Client Visibility
Confidentiality



Figure 11

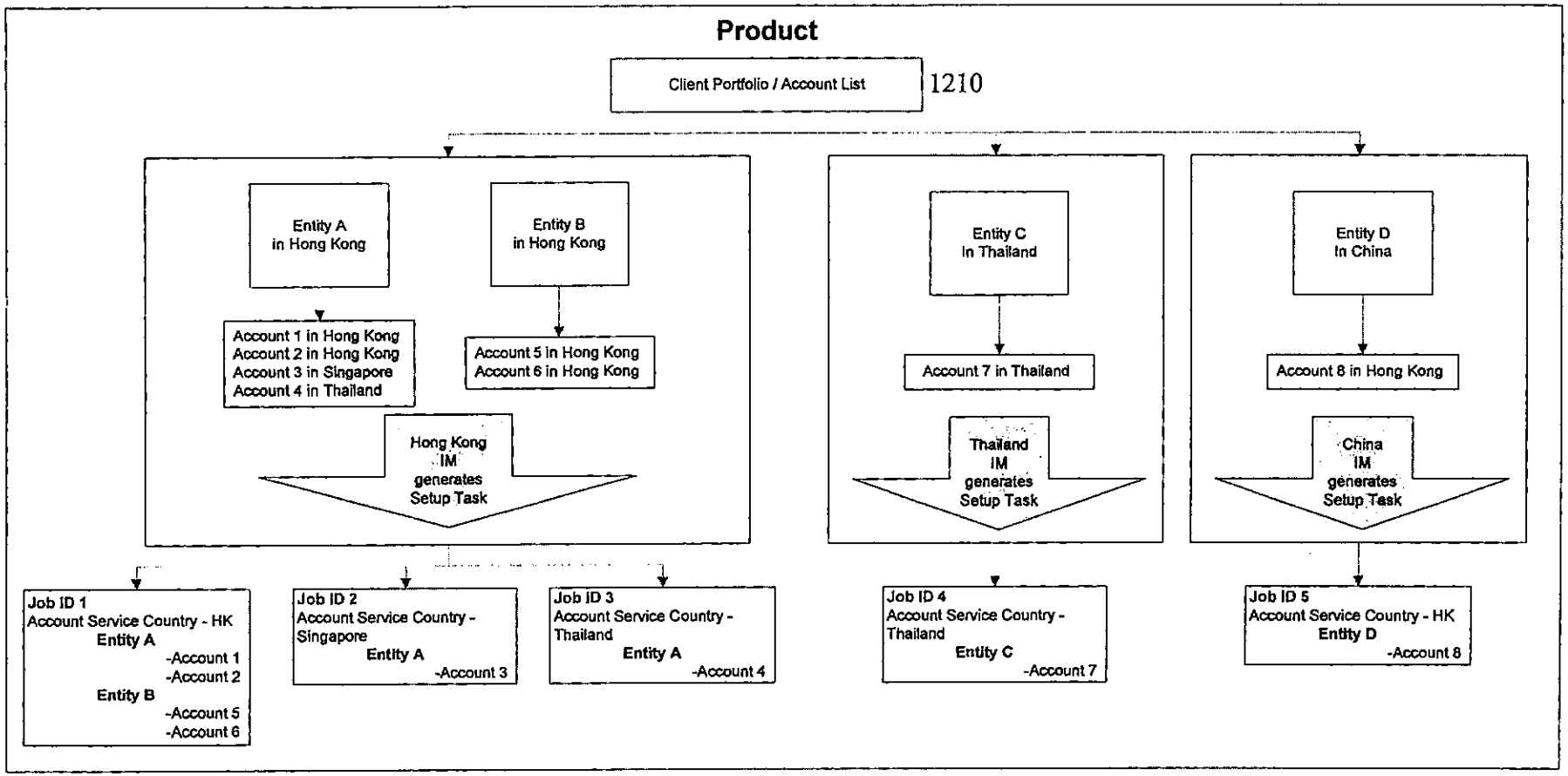

Product
Client Portfolio / Account List
1210
Entity A
in Hong Kong
Entity B
in Hong Kong
Account 1 in Hong Kong
Account 2 in Hong Kong
Account 3 in Singapore
Account 4 in Thailand
Account 5 in Hong Kong
Account 6 in Hong Kong
Hong Kong
IM
generates
Setup Task
Entity C
In Thailand
Account 7 in Thailand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

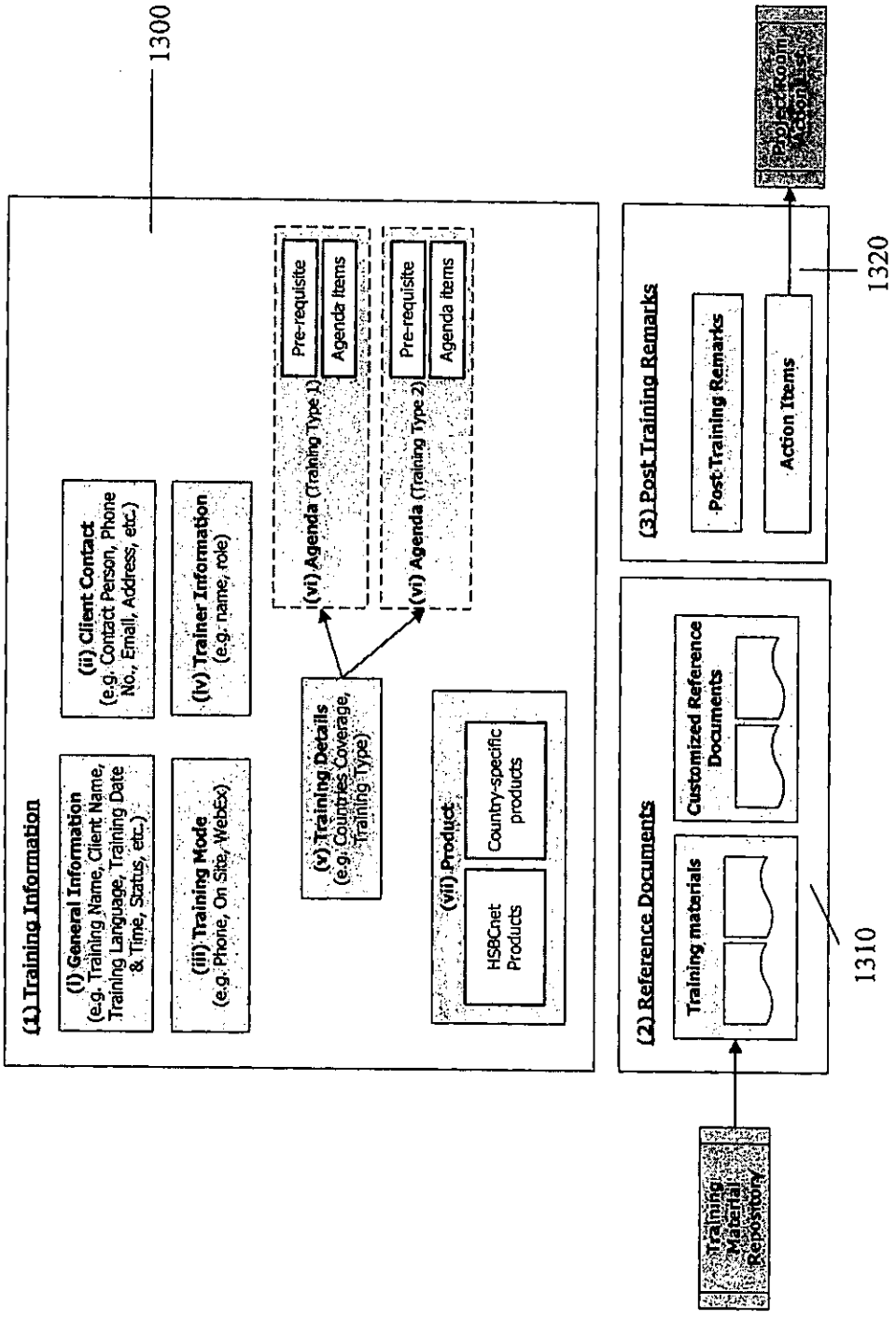

1300
(1) Training Information
(i) General Information (e.g. Training Name, Client Name, Training Language, Training Date & Time, Status, etc.)
(ii) Client Contact (e.g. Contact Person, Phone No., Email, Address, etc.)
(iii) Training Mode (e.g. Phone, On Site, WebEx)
(iv) Trainer Information (e.g. name,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

Figure 13

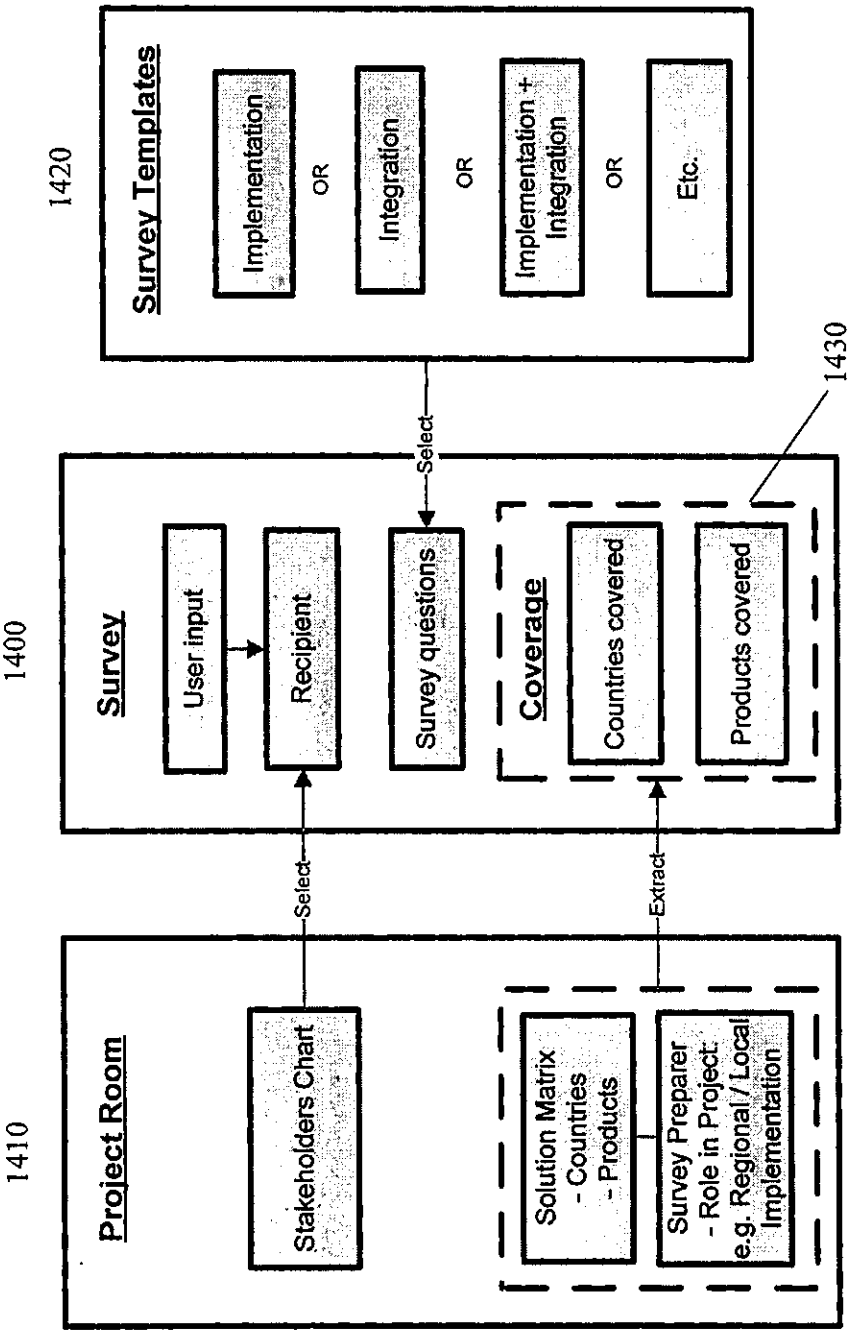

1410
Project Room
Stakeholders Chart
Solution Matrix
- Countries
- Products
Survey Preparer
- Role in Project:
e.g. Regional / Local
Implementation
Select
Extract
1400
Survey
User input
Recipient
Survey questions
Coverage
Countries covered
Products covered
1430
Select
1420
Survey Templates
Implementation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

Figure 14

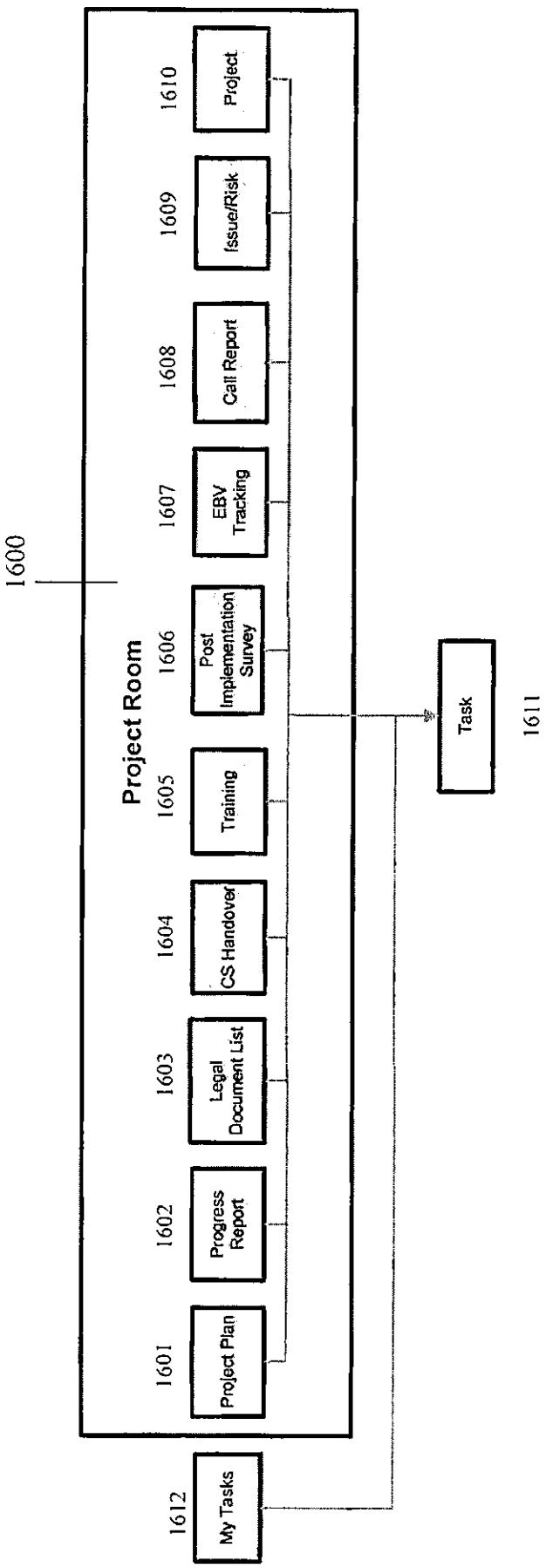

1600
Project Room
1601
Project Plan
1602
Progress Report
1603
Legal Document List
1604
CS Handover
1605
Training
1606
Post Implementation Survey
1607
EBV Tracking
1608
Call Report
1609
Issue/Risk
1610
Project
1611
Task
1612
My Tasks

Figure 15

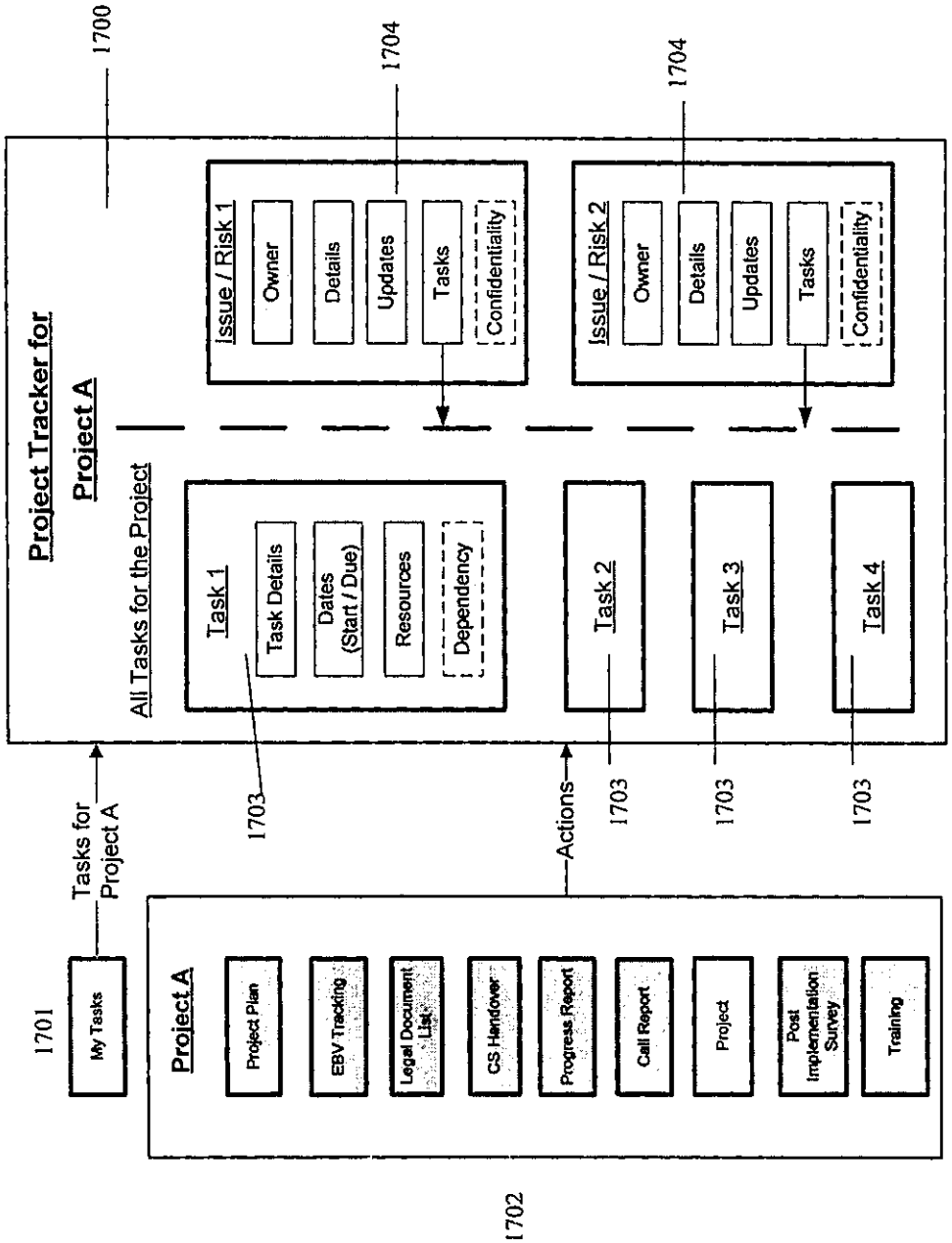

1700
1704
1704
Project Tracker for
Project A
All Tasks for the Project
Issue / Risk 1
Owner
Details
Updates
Tasks
Confidentiality
Issue / Risk 2
Owner
Details
Updates
Tasks
Confidentiality
Task 1
Task Details
Dates (Start / Due)
Resources
Dependency
Task 2
Task 3
Task 4
1703
1703
1703
1703
Tasks for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

Figure 16

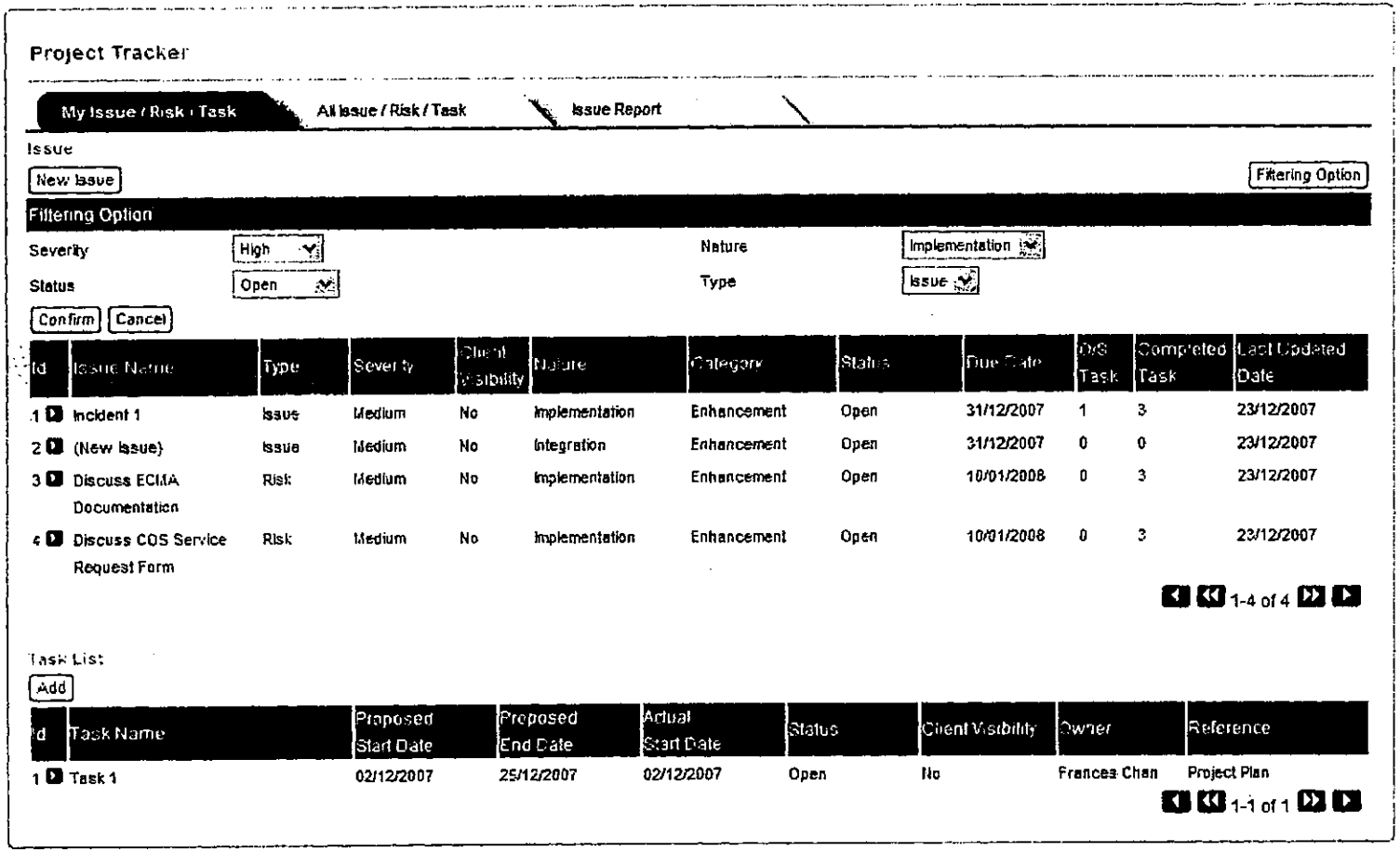

Project Tracker
My Issue / Risk / Task
All Issue / Risk / Task
Issue Report
Issue
New Issue
Filtering Option
Filtering Option
Severity
High
Nature
Implementation
Status
Open
Type
Issue
Confirm
Cancel
Id
Issue Name
Type
Severity
Client Visibility
Nature
Category
Status
Due Date
O/S Task
Completed Task
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% |

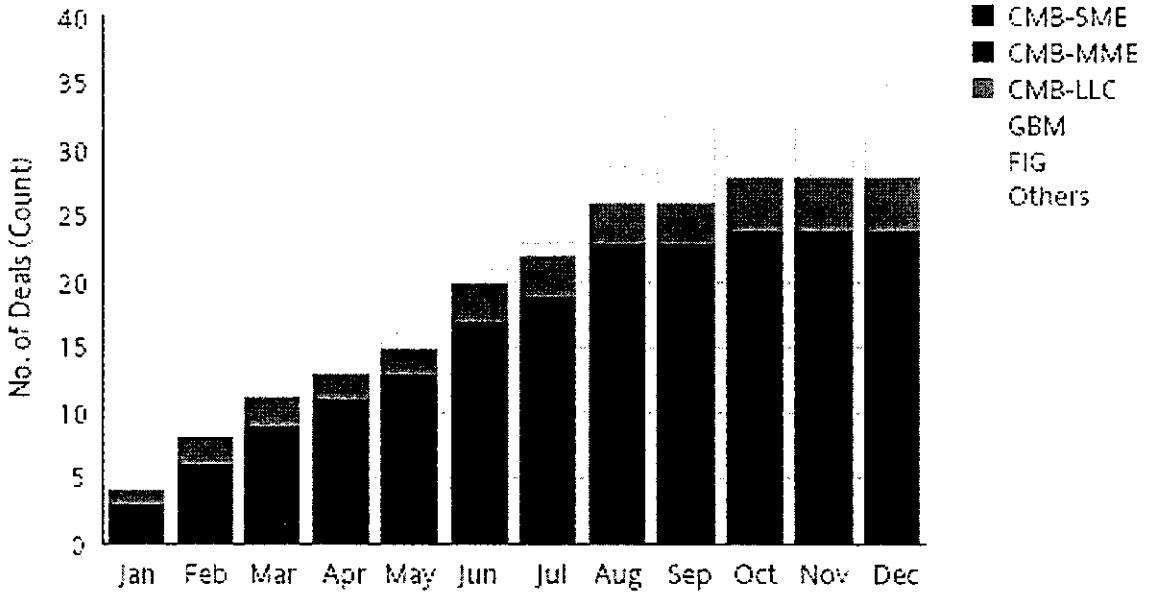
*FNR of YTD & Last Year Completed Deals*

| | | | 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

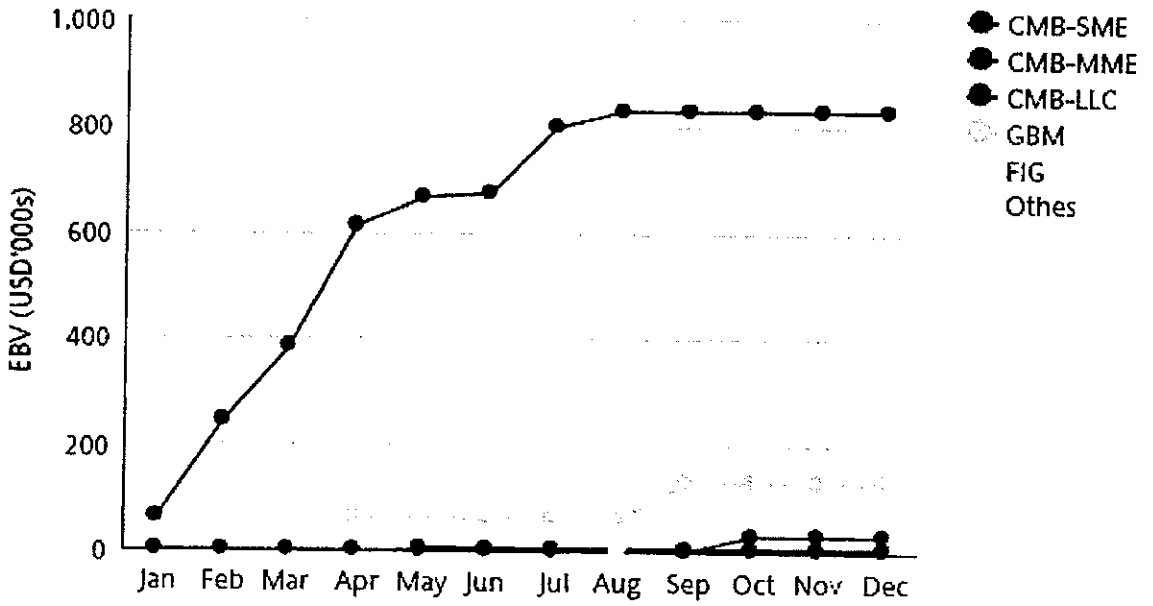
## *Number of YTD completed deals*




| 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

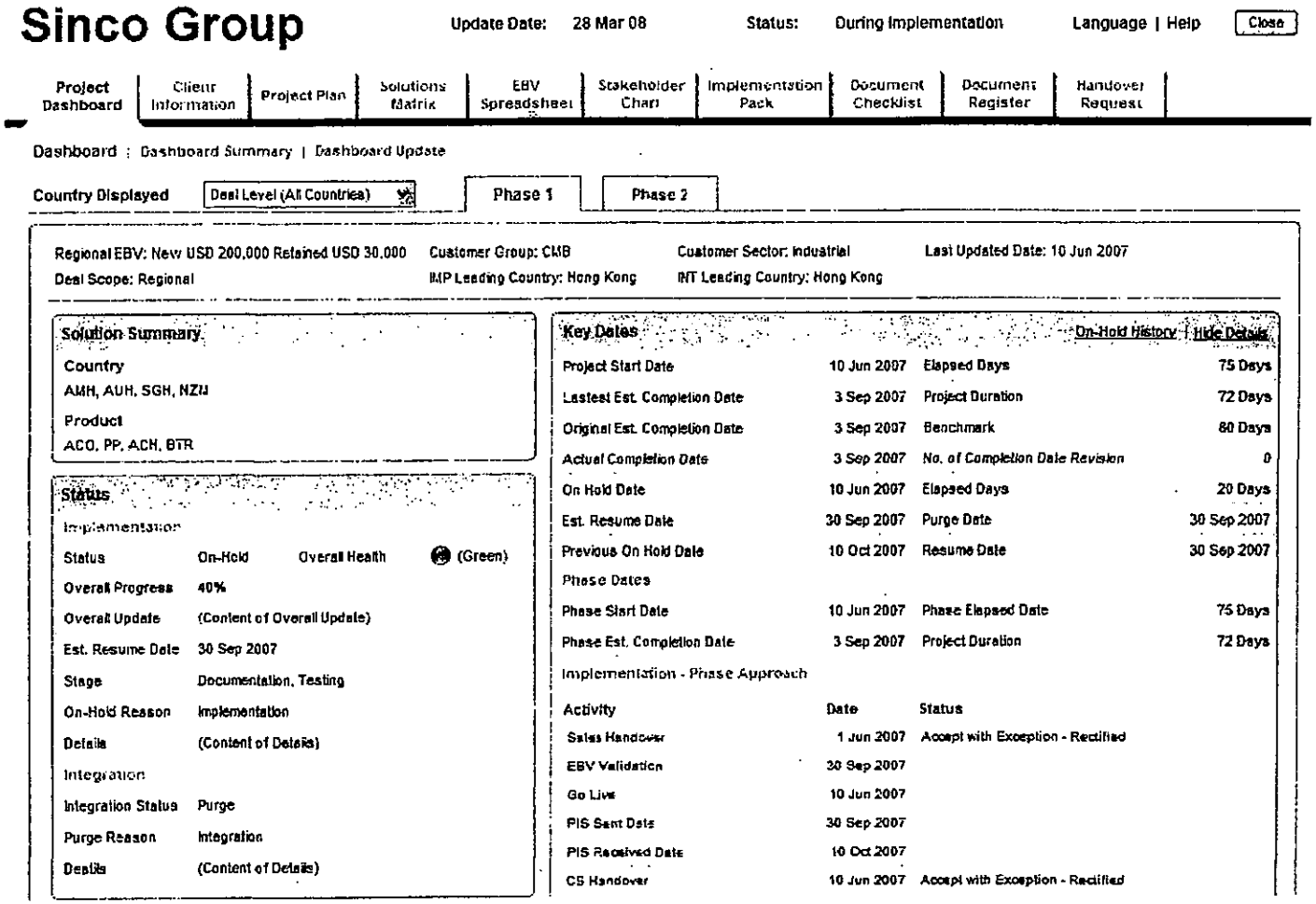

Sinco Group
Update Date: 28 Mar 08
Status: During Implementation
Language | Help
Close
Project Dashboard
Client Information
Project Plan
Solutions Matrix
EBV Spreadsheet
Stakeholder Chart
Implementation Pack
Document Checklist
Document Register
Handover Request
Dashboard : Dashboard Summary | Dashboard 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

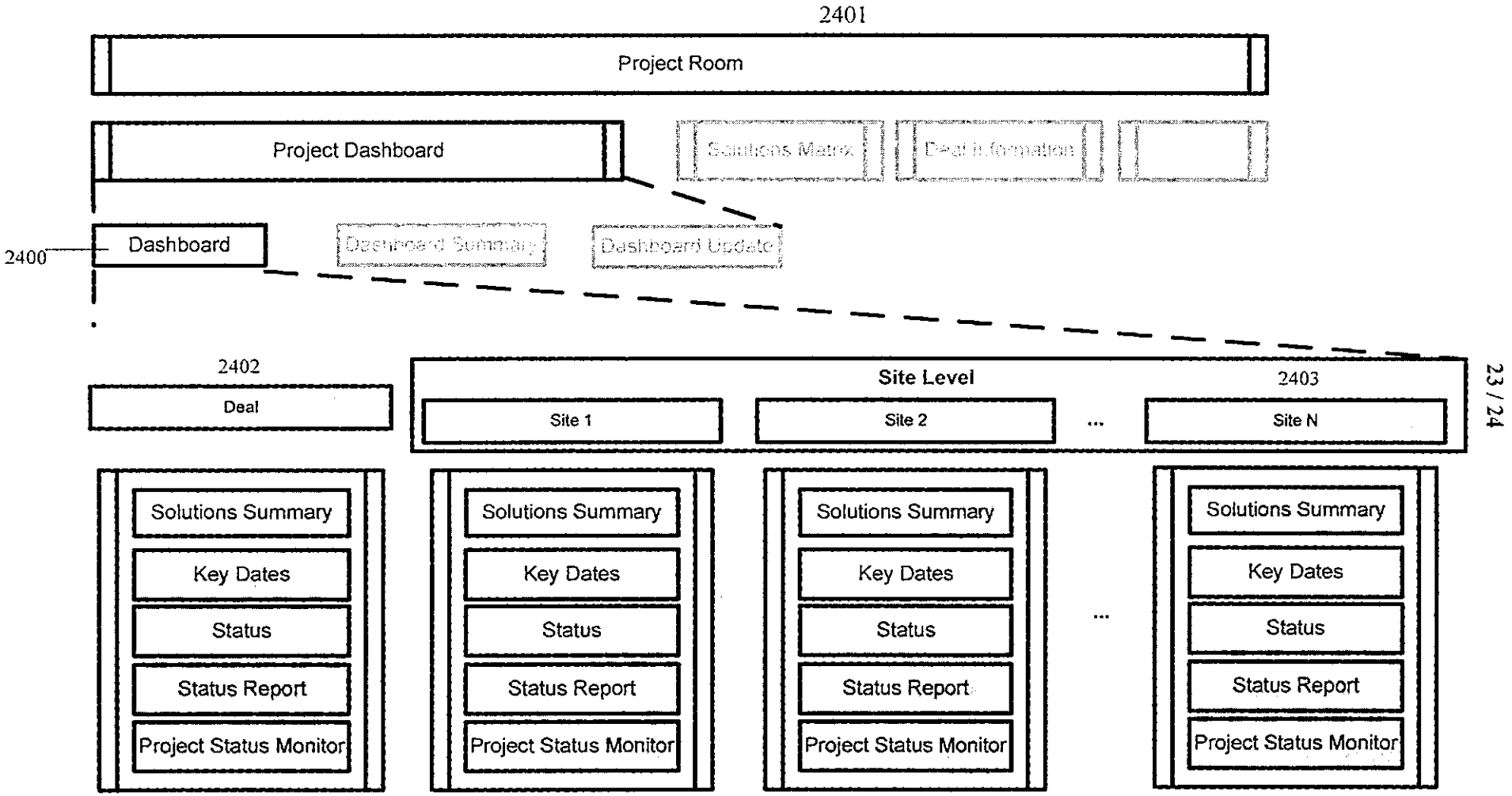

2401
Project Room
Project Dashboard
Solutions Matrix
Deal Information
2400
Dashboard
Dashboard Summary
Dashboard Update
2402
Deal
Site Level
2403
Site 1
Site 2
...
Site N
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor
Solutions Summary
Key Dates
Status
Status Report
Project Status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

Figure 23

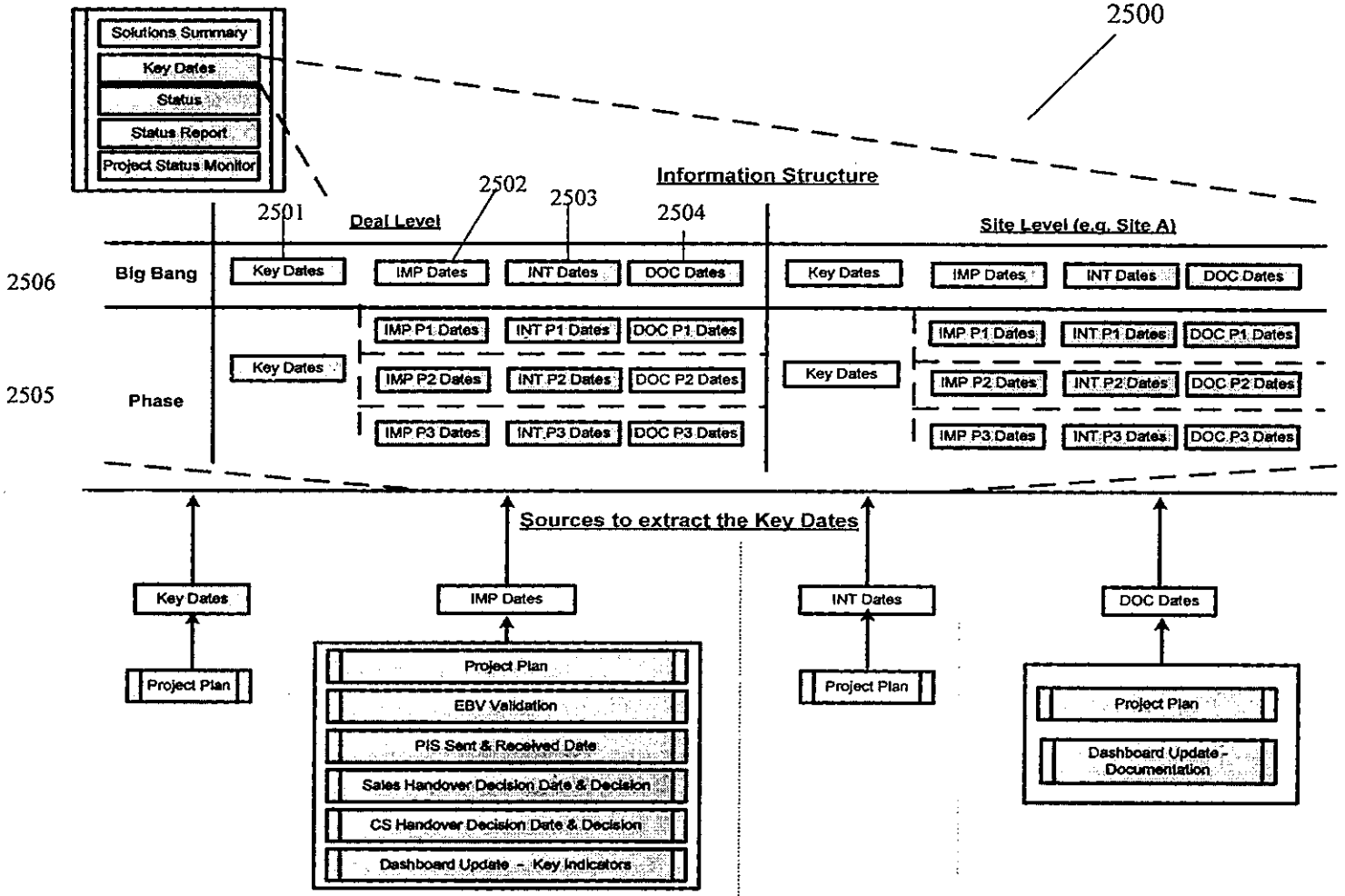

2500
Solutions Summary
Key Dates
Status
Status Report
Project Status Monitor
Information Structure
2501
2502
2503
2504
Deal Level
Site Level (e.g. Site A)
2506
Big Bang
Key Dates
IMP Dates
INT Dates
DOC Dates
2505
Phase
IMP P1 Dates
INT P1 Dates
DOC P1 Dates
IMP P2 Dates
INT P2 Dates
DOC P2 Dates
IMP 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