

# **SERVICE OFFERING DOCUMENT**

2002

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With the new millennium comes a new kind of software company delivering innovative, high quality, reliable and low cost solutions to its clients.

With the new millennium comes a new generation of professionals thriving in an environment that is energizing, creative and challenging.

## INTRODUCTION



Makabu (Pvt.) Ltd. ([www.makabu.com](http://www.makabu.com)) is a software Services Company headquartered in Islamabad, with offices in Washington DC, New York, London, Dubai and Karachi. Founded in October 2000, after the acquisition of a two-year old Pakistani-based software development facility, Makabu provides a global client base with world-class software development and project management capabilities at a low cost.

Makabu has established an impressive list of clients and partner firms. This includes a number of fortune 100 corporations as well as many mid-tier and start-ups companies. Geographically speaking, Makabu's clients are based in Europe, USA, the Middle East and Pakistan. This diverse background of clients and geographies means that Makabu can shelter itself from regional swings in the economy and thus be able to provide a consistent level of high quality service.

### Facilities

Our marketing facilities are located on the East Coast of the United States providing access to technology communities in New York, Washington DC and Boston, MA. In addition, through our network of partners, alliances and advisors, we have access to companies in Ireland, the United Kingdom, Australia, Turkey and the Middle East.

Our offshore software development facilities are located in Islamabad. Situated in the Software Technology Park, Makabu professionals have access to Dedicated Bandwidth, Secure Data Communication, High-speed Internet Connection, Video conferencing and Un-interruptible Power Supply.

Staging Server, Makabu's latest facility now enables our Clients to view their web-enabled applications in real time. The interim deliverables are hosted on Makabu's web server as they are developed during the course of the project allowing efficient client and project management.

Makabu is unique in its approach to business in that it has seamlessly integrated the highly skilled yet low cost software engineering base of South Asia with its global marketing and project management skills. By having trained consultants as project managers located at Makabu's development facility, Makabu not only deliver solutions as per specifications, but can also offer in-depth analysis to client problems. This capability coupled with the technical and project management skills available at client side through alliance partners, gives Makabu the capability to deliver small to medium size solutions to clients.

Makabu's current services can be classified into four major categories (see products and services section for more detail), which include:

- o Application and Database Development
- o Enterprise Applications
- o System Integration
- o Application Porting and Other Services

## OFF-SHORE MODEL

Makabu is unique in its approach to off-shore development in that it uses MBAs and trained consultants as project managers at its development facility.

Makabu's project managers are empowered to make time and cost decisions on projects so that better analysis and more robust solutions can be delivered to clients on time and within budget.

Makabu's broad technical classifications (see our projects and our clients section for more detail) include:

- o e-Commerce applications and transaction engines
- o Web design, Web server and database applications
- o Software re-engineering and reverse engineering
- o Component based development
- o Socket and multi-threading programming
- o Web crawling and Internet search engines
- o m-Commerce and SMS applications
- o Mission critical applications
- o Decision support systems

The outsourcing concept has been in practice for a number of years, but never has it been more relevant than today. As companies concentrate on their core competencies, they are continuously looking for outsourcing partners to increase their efficiencies and cut their costs. Till recently, most companies were un-willing to outsource their 'mission critical' activities. However, now since many companies are relying on their business partners for success of their core business activities, they must ensure that they find the optimal outsourcing partner to work alongside them.

Makabu's off-shore software development model is geared around this philosophy and is changing the trend of offshore partnerships. Initially, offshore software development focused on low technology, labour intensive projects, where offshore companies concentrated on volume work (data processing facilities, report writing) rather than high value-added work. Now that trend is changing. A few sub-continent companies are now leaders in development of new technology skills and are engaging in higher value-added activities, which include core product development, systems integration and database design to name a few.

### o **Cost Savings**

Makabu is unique in its approach in that it has developed a model where it can remain low cost while still providing high quality software solutions using the latest technologies and toolsets. Makabu has achieved this by remaining pure in its service offering of offshore technology development, whereas many of its competitors have evolved into the IT consulting business by setting up operations in high-cost regions of its clientele. Makabu offers the same level of service by having consultant trained project managers at their software development facility enabling it to deliver value-added services to the end-client. In addition, it can offer clientele site service through its alliance partnerships with IT consulting and system integration firms. This strategy results in a unique business approach that has provided distinct advantages to clients and business partners.

### o **Low Risk**

Makabu's software development methodology provides a strong mechanism to reduce the risk for the client. A core feature of the methodology involves our investment in training and research during the lead generation and proposal phases of potential projects. Makabu incurs the cost of these activities as part of its business development activities and "training" program. At the same time Makabu 'over-delivers' by involving additional resources during this period to understand the technology and project specifics. The result is that at the start of the project, Makabu's engineers have already moved up the learning curve and hit the ground running.

## off-shore model continued ...

Makabu's approach to software development has a number of advantages:

1. Cost savings
2. Low risk
3. Virtual 24 hour development cycle
4. Transparency
5. Flexible protocols and methodology

Such innovative business approaches have resulted in Makabu having an extremely low developer turnover rate compared to others in this field (turnover rate in the USA is 25%, India is 40% and Pakistan is 15%, Makabu is 10%). This lower turnover translates into reduced risk and lower cost (cost of hiring & training is high), as project team members are more experienced in the Makabu approach of software development.

### o **Virtual 24-Hour Development Cycle**

The time difference between Pakistan and client countries allows Makabu employees to respond to queries in a 24-hour period. Thus client query made at the end of the business day is usually responded by the start of business the next day. The lack of delays allows Makabu to meet project dates, which in turn, implies lower cost and lower risk for the client.

### o **Transparency**

Makabu offers two different approaches to ensure that transparency is achieved for any given project. First: on most projects, Makabu works with a technical project manager from the client side (the client can be an IT consulting firm or the end-use client) who acts as the project coordinator and is responsible for communications with the offshore development facility. If such a person is unavailable, then Makabu through one of its alliance partners can provide this service (again at a fraction of the cost). At the software development facility, Makabu identifies a project manager who is a trained consultant for each of its projects to act as the technical liaison with the project manager on the client side. This communication channel allows for easy problem reporting and issue resolution, progress reporting and other follow-ups. In addition, Makabu is committed to providing detailed documentation for its software solutions.

### o **Flexible Protocols and Methodology**

Makabu is not in the business of providing bodies (commonly known as 'body shopping') but rather in the business of delivering high quality software solutions. This implies that Makabu takes on the responsibility of project planning, analysis and design, communications and project deliverables. As such, we have developed protocols and methodologies that ensure that everyone is working towards a common goal.

The project management protocols ensure that a detailed workplan is developed that divides a particular project into distinct phases each with its own set of deliverables. Client specified updates are provided during each phase to ensure that all milestones and deliverable dates are met.

Makabu currently has 30 full time developers and ready access to 100 additional developers at short notice through an exclusive contract with an advance sciences research institute. With our senior management, project management and support staff, the total Makabu team is over 40 professionals.

## PRODUCTS AND SERVICES

The Makabu team understands that different clients require different technology tool-sets at different times in their business life cycle. The only constant in this industry is change, thus the product and service offering is constantly evolving. Makabu's strength lies in its technology base, which is constantly expanding, and its project management protocols, allowing it to implement old and new technology solutions with relative comfort. Education, formal training and on-the-job training are extremely important for Makabu's technical staff. As such, it invests continually in learning the current leading corporate applications, programming languages, operating system platforms and supporting work management tools by leveraging its partnerships with global product companies and system integrators. That said, Makabu's current offering can be split into four major categories:

o **Application and Database Development**

Makabu's core service is to build application and database solutions on behalf of clients in a variety of industries. Its focus in application development has been in the following broad technical classifications:

- o e-Commerce applications and transaction engines
- o Web design, Web server and database applications
- o Software re-engineering and reverse engineering
- o Component based development
- o Socket and multi-threading programming
- o Web crawling and Internet search engines
- o m-Commerce and SMS applications
- o Mission critical applications
- o Decision support applications

Makabu's expertise in developing these types of applications is rooted in the fact that we have skills in the core technologies such as XML, Java, HTML, C, C++ and other current technologies. Makabu developers also have in-depth expertise in Oracle, Linux/Unix and Microsoft products.

o **Enterprise Applications**

Makabu offers a complete range of enterprise level business applications, enabling the organization to automate its business functions. Makabu's suite of business applications help the organization well equipped for handling the challenges offered in today's competitive market. Our ERP and Decision support applications provide timely information to the management, provide detailed information analysis capabilities and take informed decisions in a proactive manner.

The Enterprise applications offered by Makabu are listed below:

- o Enterprise Resource Planning System
- o Customer Relationship Management
- o Knowledge Capture
- o Content Management & Development
- o Human Resource Management
- o Decision Support Systems
- o Financial Management
- o Supply Chain Management System

10 % of Makabu's technical staff hold PhD degrees in engineering or computer science while 60% have masters or post-graduate diplomas. Another 15% of the team hold MBA degrees.

## products and services continued ...

### o **System Integration**

Makabu's system integration solutions are positioned to assist international IT consulting and system integration firms that deliver large scale product based solutions to their clientele. These solutions include products such as Commerce One, SAP, Oracle Financials, Siebel and Intraspect. Given its strong software engineering and core technology background, the team is able to quickly learn the products by first doing lower value work such as report generation & standardization but later migrating to the more value-added work such as configuration, implementation and enhancements through external module development.

Makabu's current product expertise lies in Commerce One eMarket products and Intraspect CRM product. However, we are not limited to providing solutions in those products only. Makabu's team is also trained in SAP and Oracle Financials.

### o **Application Porting and Other Services**

Makabu, because of its low cost base, is also well positioned to provide a range of 'labor intensive' activities. Many of the activities in this area are tasks and projects that need to be completed in order to leverage newer technologies. Organizations usually do not have the resources necessary to complete such tasks and thus these types of projects are outsourced. Examples of the tasks include:

- o Porting of applications from older platforms, such as mainframe based Cobol systems to newer environments such as Unix or Windows based programs written in C, C++ or Microfocus Cobol.
- o Given Makabu's expertise in XML, it has the capacity and capability to convert enterprise data into XML compatible format. This allows companies to easily interact with other internal or external systems without having to write cumbersome middleware applications.
- o Makabu's graphics division also offers a blend of services including the capability to do 3D animation, front-end web-site graphics and Computer Aided Design (CAD) capabilities.
- o Makabu services also offer data entry, content digitization and data mining capabilities.

## PROJECTS AND CLIENTS

Makabu has succeeded in working with some of the world's premier corporations in Europe, Pakistan and the USA. Makabu's list of clients include 3M, Johnson & Johnson, Pharmacia, Ford, British Petroleum, WPP and Transpolink (Morgan Stanley and Clayton Dubilier & Rice funded company).

Makabu's projects have focused around the following areas:

- o Customer Relationship Management
- o Knowledge Management
- o Content Management
- o Human Resource Management
- o Information Retrieval and Search Engines
- o e-Marketplaces
- o Website Development
- o Internet Infrastructure and Communications
- o Expert and Knowledge Based Systems
- o Wireless Management Systems
- o Imaging and Pattern Recognition
- o Supply Chain Management Systems
- o Enterprise Resource Management System
- o Distribution Management System

### o **Johnson & Johnson Case Study**

Johnson & Johnson is one of the world's leading manufacturers of healthcare products with more than 195 companies in 51 countries around the world. In the later part of 2001 Johnson & Johnson embarked on an initiative to acquire a software application that would use the Internet to automate the distribution, inventory and sales force related processes of three of its companies in developing markets.

The web based application has an extensive report generation module that gathers day-to-day information to publish time-based reports that contain vital information that is used by the Johnson & Johnson management for decision making. Upon conducting a thorough and interactive requirement analysis, Makabu's consulting and project team designed the software system and its implementation plan to enable Johnson & Johnson companies to achieve optimized distributor support, implement efficient inventory processes and effectively plan and execute sales and marketing activities. Johnson & Johnson is now planning to initiate a broad region-wise implementation of this system in its companies.

The application is Microsoft based, using MS SQL Server as the database running on a MS Windows 2000 platform. The web-page development was completed using VBScript and HTML, while the database and web page access used ASP and MS ADO technologies.

“Working on a day to day basis with the team at Makabu has been excellent. The time and effort that has gone into the management of both projects from your team has been second to none”.

Colin McNeill  
e-Business Manager, Kwik-Fit (Ford)

“Makabu’s creativity helped take our branding strategy and translate it into an entertaining and informative website. The Makabu team, not only took my ideas, but also brought their own experience to deliver a more comprehensive service”.

Adnan Afridi  
CEO, Venture Chest

“I was pleasantly surprised by the research and analytical capabilities of Makabu. Initially I was only going to use Makabu in developing my design for a telecommunication product, but I soon realized that they could help in designing the product as well. At their prices, it was a steal”.

John Jordano  
CEO, US-based Start-Up

## projects and clients continued ...

- o **3M Case Study**

A regional division of 3M was having problems forecasting its raw material needs, many of which it imported, based on end product orders and sales forecasts.

Makabu designed and implemented a material resource planning (MRP) system that took into consideration the unique regional needs.

The system allowed 3M logistics department giving to effectively coordinate and manage purchases; implement just-in-time inventories; help the logistics department avoid overstocking and under-stocking; and give the finance department automated reports on costs associated with raw materials and finished goods.

- o **Ikonami Case Study**

Ikonami is a technology consulting firm that works around the integration of web and digital technologies through a variety of service and product offerings. Headquartered in London, Ikonami is fast making a name for itself by delivering innovative and cutting edge solutions to its clients that are located in the USA, UK and the Middle East.

Makabu’s consulting and technical team worked with the Ikonami team to develop a ‘Decision Processing/Knowledge Capture System’, using which the HR Managers can assess the relationship and the knowledge being shared among employees. The software developed allows the employees to provide information about their source of knowledge and the sort of relationship that they enjoy with other employees in an organization; this knowledge is then used by the management to evaluate employees and build teams in combinations that are more likely to be successful.

The database technologies used on this project included MS SQL Server 2000, Windows 2000 Advance Server and application development tools included Edit Plus, Allaire Homesite 4.5, Java Server Pages, JavaScript and Servlets.

## projects and clients continued ...

### o **Ford Case Study**

Kwik-Fit, a wholly owned subsidiary of Ford, is one of the world's largest supplier of automotive parts and repair services with over 2500 retail outlets in Europe. In 2001 it had embarked on an initiative to use the Internet as an additional sales channel. Makabu's expertise in developing direct marketing and retail applications in the e-business environment helped secure Kwik-Fit as a client.

Makabu's consulting and technical team visited the Kwik-Fit headquarters in order to understand its Internet vision and define the development and implementation plan for the first project, an online intelligent motor diary and repair/maintenance scheduling facility for private motor owners in the UK. Soon afterwards, the Makabu team was awarded its second project, which was to provide a similar solution for the fleet (corporate motor owners) management side of the business.

The Makabu team recommended and implemented a Microsoft based solution for Kwik-Fit, which included MS SQL Server as the database running on a MS Windows 2000 platform. The web-page development was completed using VBScript and HTML, while the database and web page access used ASP and MS ADO technologies.

### o **Transpolink Case Study**

Transpolink, a Morgan Stanley funded company, is an information aggregator and supplier to the US construction industry. The business required them to continuously retrieve and parse information from hundreds if not thousands of documents that are available on different websites. In the initial phase they needed to gather information for a subset of these documents currently available and then provide their user base with their necessary information. The task was proving to be very labour intensive, as individual programs had to be created for each type of document and there was no automated mechanism of checking when a new document had been posted on a website. Makabu was used to create a system that would streamline this process. Makabu's deep experience in multiple technology tool-sets was instrumental for the success of this project as it allowed the developers to choose the best-suited development of the software product and not just the most familiar product or toolset.

Makabu solution was catered to offer a robust solution that would meet the needs of the client. Makabu offered to automate the whole procedure by building a web-crawler, scheduler and a single parser to gather information from these documents. Additionally, Makabu created an administration tool on the Windows platform to manage the whole process. In this, Makabu's team provided a mechanism that reduced the labor intensity of the whole process. During the project, Makabu also faced intense delivery pressures and the client needed to go 'live' with its solution within three months.

## MANAGEMENT & TECHNICAL SKILLS

Makabu's project and staff experience is rich in software development and information technology implementations. Makabu began operations in October 2000 when its parent company, VentureChest, took over the management and staff of a two year old software development facility. Over 90% of the developers at Makabu have software development experience ranging between five and ten years.

### o **Management Skills**

Makabu's new management team is an experienced team of former consultants, technologists, investment bankers and technology business senior executives. Their work background includes Monitor, IBM, American Management Systems, PricewaterhouseCoopers, Accenture and Union Bank of Switzerland. Having worked in the USA, Europe, Middle East and the Indian-subcontinent, the management team is well versed in international software delivery standards, and project management protocols. The management team members also bring with them a blue-chip educational background in engineering, business and law from prestigious universities including Harvard, Cambridge, Northwestern and UCLA.

### o **Technical Skills**

The Makabu team understands that different clients require different technology tool-sets at different times in their business life cycle. The only constant in this industry is change, thus Makabu's technical skills are constantly evolving

Education, formal training and on-the-job training are extremely important for Makabu's technical staff. As such, it invests continually in learning the current leading corporate applications, programming languages, operating system platforms and supporting work management tools by leveraging our partnerships with global product companies and system integrators.

Makabu currently has 30 full time developers and ready access to 100 additional developers at 2 weeks' notice (through exclusive contract with Pakistan's premier advance sciences research institute). 10% of Makabu's technical staff holds PhD degrees in engineering or computer science while 60% have masters or post-graduate diplomas.

Makabu's senior management team members bring a blue-chip background from their previous work experience and education. This includes companies such as Monitor, IBM, AMS, Accenture, PriceWaterhouseCoopers & UBS and educational institutions such as Harvard, Cambridge, Northwestern & UCLA.

## management & technical skills continued ...

### OPERATING SYSTEMS:

Microsoft   
Windows 95/98/NT/2000



### RDBMS:





Microsoft  
SQL Server

#### Platform

Makabu's software engineers have worked on a variety of plat-forms (operating systems) through previous experience and projects delivered by Makabu.

Number of Staff / Years of Experience			
Years of Experience	< 2	2-5	5+
<b>DOS</b>	2	5	5
<b>Windows 95/98</b>	4	4	8
<b>Windows NT/2000</b>	4	5	6
<b>Unix</b>	6	4	5
<b>Linux</b>	10	5	0
<b>Mac OS</b>	1	1	0

#### Database

Most software applications have a database component as an integral part and Makabu's software engineers have experience in both Microsoft and non-Microsoft databases.

Number of Staff / Years of Experience			
Years of Experience	< 2	2-5	5+
<b>Oracle</b>	3	1	1
<b>Microsoft SQL</b>	3	1	5
<b>Microsoft Access</b>	4	7	3
<b>Sybase</b>	2	2	0
<b>Cold Fusion</b>	1	1	0

## management & technical skills continued ...

### o **Languages**

Computer languages are those in which software code is written. Makabu's software engineers have in-depth experience in a number of languages, however it occasionally supplements their skills with developers having strengths in legacy systems.

### LANGUAGES:



Microsoft  
Visual Basic

PERL XML  
WML XSL  
DHTML C/C++



Number of Staff / Years of Experience			
Years of Experience	< 2	2-5	5+
VB	1	5	1
VB Script	1	5	0
C	4	2	4
C++	2	6	1
VC++	1	2	0
Visual Fox Pro	0	4	0
JAVA	10	8	0
JAVA Script	4	4	0
HTML	10	6	0
DHTML	3	2	0
VRML	1	2	0
XML	10	5	0
UML	2	0	0
VBA	2	2	0
SQL	2	6	4
Perl	2	2	0
Cold Fusion	1	3	0
Cobol	0	5	5

## management & technical skills continued ...

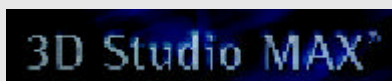
### E-COMMERCE:



### OTHER TECHNOLOGIES & STANDARDS:

COM/DCOM/EJB,  
Servlet, Applet  
ASP, JSP, CGI, WAP

### COMPUTER AIDED DESIGN:



#### o **Technologies**

A number of different programming techniques, standards and technologies are known to the Makabu team. This enables the team to match the most appropriate technologies with the client requirements for a particular project.

Years of Experience	Number of Staff / Years of Experience		
	< 2	2-5	5+
<b>COM</b>	2	5	0
<b>DCOM</b>	2	2	0
<b>MFC</b>	1	1	0
<b>CGI</b>	5	3	0
<b>Servlet</b>	4	2	0
<b>ActiveX</b>	4	2	0
<b>ASP</b>	8	7	0
<b>SVG</b>	1	1	0
<b>CORBA</b>	1	1	0
<b>GIS</b>	0	3	0
<b>WAP</b>	2	1	0
<b>JSP</b>	2	2	0

Note: Many of the above mentioned technologies have not been commercially used for more than 3 years.

## management & technical skills continued ...

### DEVELOPMENT TOOLS:



### WEB & WIRELESS APPLICATION SERVICE:



### Internet Information Server

- o **Tools**  
Computer tools are those which aid in building software solutions. Makabu's software engineers have in-depth experience in a number of tools to help design databases, use interfaces and manage projects.

Number of Staff / Years of Experience			
Years of Experience	< 2	2-5	5+
Photoshop	3	8	1
FLASH	3	6	0
DREAMWEAVER	3	3	0
FIREWORKS	2	2	0
FREEHAND	0	2	1
3D Studio Max	3	0	0
CoralDraw	3	1	1
Visual Café	2	5	1
FrontPage	4	7	0
Developer 2000	3	5	1
ERWin	3	6	2
Visio	5	8	0
MS Project	10	4	3
MS Office	8	10	10

## METHODOLOGY

Makabu's key differentiating factor from its competitors is the methodology and the internal processes that it has in place to ensure quality and timely delivery on solutions. The core methodology covers the following areas:

- o **Proposal and Project Estimation**
  - o Project planning templates by software development approach
  - o Formal estimation techniques
  - o Standard proposal template
- o **Project Delivery**
  - o Project planning templates
  - o Software development standards
  - o System testing procedures and Test plan templates
  - o Installation and User guide template
  - o Delivery documentation standards including functional specifications, technical specification, system design
  - o Interim document standardization
  - o Internal and external communication standards for all media
  - o Daily and weekly project status report templates
- o **Knowledge Capture**
  - o Project completion report and project evaluation
  - o Individual project evaluations
  - o Proposal and deliverable classification and filing
  - o Project technical classification and filing
  - o Re-usable code libraries

Makabu has also defined and implemented a number of processes to ensure that all the activities relating to a particular project are handled in a professional manner. From the time of first contact with the client (i.e. when a request for proposal is received) till the time the final solution is delivered to the client, we have well defined processes for each intermediate step.

- o **Proposal Making Process**

It all starts when the client sends Makabu the request for proposal (RFP). A Client Relationship Manager (CRM) and a Project Manager (PM) are assigned and become Makabu's points of contact with the client. They analyze the RFP and work with the client to get all the information necessary for the development team to identify the development methodology and approach. On the basis of this development methodology, the PM identifies the development team by matching their skill set with the project requirements. Then the PM makes a workplan and writes a proposal, which is priced by sales and sent to the client.

If the client accepts the proposal, the process of project development is started. On the other hand, if the client does not accept the proposal, the details of the proposal, along with the reason why Makabu did not receive the work are captured in a knowledge management database. The reasons are analyzed carefully so that in future, Makabu can better respond to the client needs.

Makabu's methodology focuses on providing templates, standards and well defined processes so that work is delivered at the highest possible standard. Makabu focuses on three areas:

1. Proposal and Project Estimation
2. Project Delivery
3. Knowledge Capture

## methodology continued ...

- o **Project Kick-Off Process**  
Once the project is confirmed, a new set of activities starts. The assigned PM verifies the availability of the team members and then convenes the project kick off meeting. In this meeting, the roles and responsibilities of each team member are clearly defined, the deadlines of project deliverables are discussed and rules of engagement during the project are communicated clearly to the team. In order to give the team a clear idea about the high value Makabu places on developing and maintaining client relations, the PM gives them a briefing about what the project is all about, the client's business and the impact of this project on their future business growth.

- o **Project Lifecycle Process**  
Makabu has put in place efficient project management practices to ensure on-time delivery of quality products. These processes include dynamic tracking of all the activities in the project. These processes include conducting daily and weekly meetings (attended by the Development Team, Project Manager, Vice President Client Services and the Marketing Manager) where the progress of the project is discussed and any issue or concerns are highlighted and resolved. Makabu believes in teamwork and makes it a point that all the stakeholders are actively involved in the project to produce the best results for their clients. In addition, technical quality is maintained by having an internal Senior System Analyst be part of every project and who can guide the technical team on analysis, design and development standards.

Well defined project tracking protocols, efficient work practices and constant interaction of the higher management with the development team and the client have resulted in developing project management as the competitive advantage for Makabu in the global market.

- o **Project Completion Process**  
Once the project is completed, the work for Makabu is not over as all project information must be transferred to the knowledge capture systems so that the learning is available for future projects. Apart from the usual proposal and deliverable filings, Makabu also conducts a detailed project and individual evaluations, technical classification of projects and identifies any code that can be placed in Makabu's re-usable libraries.

## PRICING MODEL

Makabu prices projects based upon the type of client relationship and the technical complexity of the work required. At present, work is priced using one of three different pricing models:

- o Time and Material (hourly rate by level)
- o Time and Material (daily rate by level)
- o Fixed Price

Note: The pricing model used on a project is decided by Makabu after consultation with the client.

Makabu's core rate structure, on the basis of which all project rates are determined, is re-visited every six months (January, July) because of changing market conditions.

Rate Heads		
<b>Project Management</b>		
<b>Senior Technical Resource</b>		
<b>Technical Resource</b>		
<b>Professional Service</b>		
<b>Client Side Management / Analysis</b>		

- o Project work includes project management, specification development, technical architecture, software development, quality assurance, testing and client communication.
- o Short-term professional service assistance includes sending our engineers to the client to work on live projects for a short period of time (1-4 months) to gain an understanding of the client and tools used in order to provide better outsourcing service in the future.
- o Latest technologies include coding using WML, XML, C++, Linux/Unix, Windows NT and other in-demand technology products.
- o Other technologies include using purely JAVA, HTML, C, VB, Windows and other more commonly used technology tools .

## CONTACT INFORMATION

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Note: All the Sales and Marketing enquiries should be sent to the Corporate Operations and/or US Operations





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