

## **CASE STUDY**

### **Entry Strategy for Philippines Markets**

QAI intends to enter the Philippines Market. You would be responsible to develop the Philippines market while based at India. How would you go about finding the opportunities, customers etc. Kindly give some thought to the following aspects -

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## 1.0 EXECUTIVE SUMMARY

QAI is intending of joining the Philippines Market. The total size of the Philippines' IT market is expected to increase from US\$1.4bn in 2006 to around US\$2.2bn in 2011, with a positive outlook for enterprise spending, a new low price PC programme, and continuing growth in the BPO (Business Process Outsourcing) sector all providing grounds for optimism. The overall economic outlook is also favourable, with resilient external and domestic demand and the Philippines currently a favoured investment destination ahead of other regional rivals. Surveys show that most companies expect expenditure on IT to rise in 2007 and overall IT market CAGR is put at 9% for the 2006-2011 period.

QAI is a leading global consulting organization (**Asia's largest and world's third largest organization**) addressing '**Operational Excellence**' in IT, BPO and Knowledge intensive organizations.

QAI's regional bases across the globe in the US, Singapore, China, Malaysia, UK and India helps to innovatively distribute and manage engagements across multiple locations.

QAI facilitates enhanced competitiveness through multi-faceted interventions leading to Business Improvement through Consulting, Training, People, Process & Operational Assessments, Benchmarking, Certification, Conferences, Resource provisioning through Quality Outsourcing and e-Learning through QAI eSchool.

Today the QAI family worldwide works with organizations for enterprise-wide deployment of process Improvement and Quality initiatives to knowledge organizations using various models / techniques including SEI(SM)'s CMMI®, People CMM, Software CMM®, COPC(SM) as well as Six Sigma, Risk Management, Project Management, Change Management, Knowledge Management and Innovations Management interventions to name a few.

This unique blend of services enables clients using one service to benefit from our experience, knowledge base, network, and learning in other services and hence build and enhance competitive advantage.

QAI's range of services is designed to help organizations align their strategic objectives with day-to-day business and operational goals. Its services have helped companies the world over to reduce cycle times, increase productivity and improve quality of service delivery and processes.

Over 200 organizations (including the Fortune 500, governmental organizations and nodal agencies) worldwide trust QAI as their consulting partner. QAI has trained over 75,000 Software & BPO professionals in over 30 countries across the world. The QAI Consulting Team aggregates over 500 man-years of experience.

QAI was founded in the United States 23 years ago, while QAI India was set up as the regional hub for the Asia Pacific in 1993.

## **1.1 WHAT QAI DO?**

QAI India and its wholly owned subsidiaries assist organizations in consistently achieving-and exceeding-business goals through operational excellence. Our range of services is designed to help attain cycle time reduction, increased productivity, and improved quality through interventions in areas such as:

1. **Software/Systems Engineering, Management and Process Improvement**
  - Framework based SPI by using SEI(SM)'s CMMI®/Software CMM®/ISO 9001
  - Software Engineering & Management Best Practices
  - Test Management
  - Project & Program Management
  - Metrics Process Deployment
  - Quality Management
2. **Process and Product Design, Process Re-engineering by using Six Sigma**
3. **Business Process Re-engineering and Improvements**
4. **End-to-end Consulting on Business Process Outsourcing (BPO)**
  - COPC<sup>SM</sup> Training, Implementation, and Certification
  - Six Sigma and Performance Enhancement
5. **IT Service Management**
  - ITSM Process Maturity Assessments
  - ITIL® Best Practices/ BS 15000 Implementation, Assessments and Consulting
  - ITIL® Trainings & Certifications
6. **Human Capital Management**
  - Remote and Onsite Project Management Services

- Offsite Documentation Reviews
  - Staff Augmentation and Resource Provisioning
7. **Organization Management**
- Knowledge Management
  - Change Management
  - Innovation Management
8. **Software Quality Outsourcing**
- Remote and Onsite Project Management Services
  - Offsite Documentation Reviews
  - Staff Augmentation and Resource Provisioning

## **1.2 OBJECTIVES:**

The major objective of QAI is to enter the market of Philippines. The country has a rapidly growing IT and IT enabled sector.

The main objectives can be listed as:

1. To provide services and solution to the vast market of BPO sector; this comprises of 711 BPO'S.
2. To provide tools for improvement to IT and IT enabled sector which is expected to increase from US\$1.4bn in 2006 to around US\$2.2bn in 2011.
3. To provide services to the organizations who are a part of The Business Processing Association of the Philippines (BPAP) and Information Technology Association of Philippines.

## **1.3 MISSION:**

1. To establish itself as the top player in imparting operating excellence to IT and IT enabled sector in Philippines.
2. To develop itself as a leading operations consultancy firm in Philippines and ASEAN.

## **1.4 CRITICAL SUCCESS FACTORS:**

### **1.4.1 The presence of large number of IT and IT enabled sector in Philippines:**

1. Expansion of the early locators (e.g. AOL, PeopleSupport, Sykes, eTelecare, PLDT, ClientLogic, Infoxx, Citibank, Ambergis, Amex, Accenture, IBM, Caltex).
2. Entry of new global players and their immediate ramp up/ expansion/ addition of sites (e.g. AIG, Convergys, VXI, Daksh, APAC, Six Continents, Sitel, ICT, TeleTech, Emerson, Sutherland, Clientlogic, TRG)
3. Next entry wave of global players (e.g. Dell, Siemens, HSBC, JP Morgan, Deutsche Bank )

### **1.4.2 SUPPORTIVE BUSINESS ENVIRONMENT**

1.4.2.1 **Reliable Infrastructure Support** – Communication provides redundant international connectivity 24/7 with fiber optic cable as primary backbone network and satellite as backup. Economic reforms emphasize regional growth, converting remote areas into business centers. The landmark BOT legislation allows private investors to build and operate infrastructure, then turn it over to the Philippine government after a set period of time.

The Philippines offers state-of-the-art telecommunications facilities, adequate and uninterrupted power supply. There are ready-to-occupy offices and production facilities, computer security and building monitoring systems, as well as complete office services in specialized IT zones. With the government's focus on building up an IT-enabled economy, the Philippines is on its way to becoming the E-services Hub of Asia.

Another plus factor is ease of securing a place/office, in the country's business districts and in IT Parks and Zones. Added to this are as follows:

- Very good telecommunications structure: Good Telecommunication Support with redundant international connectivity and aggressive installation lead time (30-45 days for leased lines)
- Options for multiple service providers on-site: Telco carriers provide redundant telecom infrastructure.

- Power is reliable.
- Bandwidth cost declined by 70% over the last 4 years

**1.4.2.2 Strategic Location** - – The Philippines is strategically located right in the heart of Asia – today the fastest growing region. It is located within four hours flying time from major capitals of the region. Situated at the crossroads of the eastern and western business, it is a critical entry point to over 500 million people in the ASEAN market and a gateway of international shipping and air lanes suited for European and American businesses.

**1.4.2.3 Strong Government Support** - committed to support the ICT industry, the government has formulated measures designed to improve the policy environment for doing ICT business in the country.

**Fiscal incentives to attract investments in IT and IT-enabled services**

- 4 to 8 years Income Tax Holiday
- Special 5% tax rate on gross income after the lapse of ITH (for IT Park locators)
- Tax and duty exemption on imported capital equipment (for IT Park locators)
- Unrestricted use of consigned equipment
- Deduction for labor expense up to 150%
- Deduction for training expense up to 150%
- Exemption from wharfage dues
- Employment of foreign nationals

**1.4.2.4 Growing awareness for necessity of CMMI:** very few IT/ BPO industries in QAI have CMMI certifications and other operational excellence certifications.

**1.4.2.5 Very less competition to QAI:** The competition to QAI come from very small quarters like KPMG, Soluziona and Sun Microsystems Philippines Inc.

## **2.0 COMPANY SUMMARY:**

QAI was founded in the United States 23 years ago, while QAI India was set up as the regional hub for the Asia Pacific in 1993. The company already has its presence in Philippines through Accenture and Paragon Solution. The company now wants to increase its presence in the country by bringing in new business clients.

The products of the company can be broadly divided into the following categories:

1. Software/Systems Engineering, Management and Process Improvement
2. Process and Product Design, Process Re-engineering by using Six Sigma
3. Business Process Re-engineering and Improvements
4. End-to-end Consulting on Business Process Outsourcing (BPO)
5. IT Service Management
6. Human Capital Management  
Organization Management
7. Software Quality Outsourcing

### **2.1 Company Ownership:**

The company will enter the Philippines market by being present in India i.e the market of the country would be catered to from India only.

### **2.2 Company Location:**

The company and its facilities would be located in India only and the services would be exported from India to Philippines.

### **2.3 SERVICES**

QAI India and its wholly owned subsidiaries assist organizations in consistently achieving-and exceeding-business goals through operational excellence.

### **2.3.1 SERVICES DESCRIPTION**

Our range of services is designed to help attain cycle time reduction, increased productivity, and improved quality through interventions in areas such as:

1. **Software/Systems Engineering, Management and Process Improvement**
  - Framework based SPI by using SEI(SM)'s CMMI®/Software CMM®/ISO 9001
  - Software Engineering & Management Best Practices
  - Test Management
  - Project & Program Management
  - Metrics Process Deployment
  - Quality Management
2. **Process and Product Design, Process Re-engineering by using Six Sigma**
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4. **End-to-end Consulting on Business Process Outsourcing (BPO)**
  - COPC<sup>SM</sup> Training, Implementation, and Certification
  - Six Sigma and Performance Enhancement
5. **IT Service Management**
  - ITSM Process Maturity Assessments
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  - Remote and Onsite Project Management Services
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  - Knowledge Management
  - Change Management
  - Innovation Management
8. **Software Quality Outsourcing**
  - Remote and Onsite Project Management Services
  - Offsite Documentation Reviews
  - Staff Augmentation and Resource Provisioning

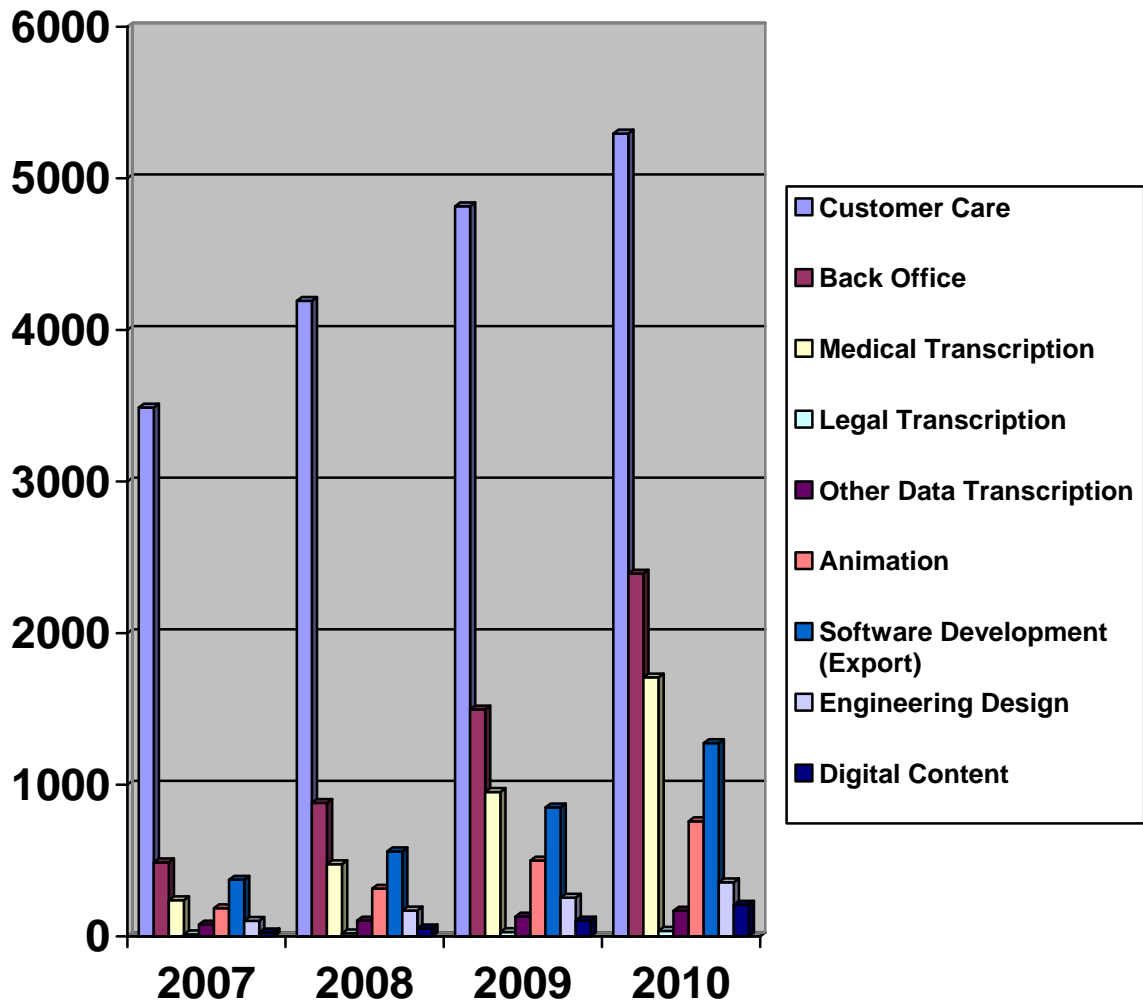
### 3.0 MARKET ANALYSIS

IT AND IT ENABLED/ BUSINESS PROCESS OUTSOURCING (BPO) SERVICES SECTOR CAN BE DIVIDED INTO THE FOLLOWING CATEGORIES:

1. BPO
2. Medical Transcription
3. Animation
4. Software development
5. Engineering Design

### 3.1 SECTOR PERFORMANCE

	2004	2005	2006	2007	2008	2009	2010
Customer Care	1024	1792	2688	3488	4192	4816	5296
Back Office	120	180	288	488	880	1496	2392
Medical Transcription	42	70	126	238	476	952	1708
Legal Transcription	4	6	9	13	20	28	36
Other Data Transcription	26	39	52	78	104	130	169
Animation	52	74	111	185	315	500	759
Software Development (Export)	170	204	272	374	561	850	1275
Engineering Design	34	48	68	102	170	255	357
Digital Content	3	7	13	26	52	104	208
<b>Revenues in US\$ M</b>	<b>1475</b>	<b>2420</b>	<b>3627</b>	<b>4992</b>	<b>6770</b>	<b>9131</b>	<b>12200</b>



**FIG 3.1 : THE TREND SHOWS THAT THE CUSTOMER CARE AND SOFTWARE DEVELOPMENT ARE ON THE RISE FROM THE YEAR 2007-2010. QAI CAN EASILY CATER TO THE INCREASING MARKET OF THESE TWO CATEGORIES.**

### **3.2 QAI SERVICES**

The major market for QAI can be divided into three broad categories

#### **1. IT/SOFTWARE RELATED SOLUTIONS/MANAGEMENT**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

#### **2. BPO SOLUTIONS**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

#### **3. EMPLOYEE BASED SOLUTIONS**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

### **3.3 MARKET OVERVIEW**

The market in Philippines for QAI is basically made up of BPO sector and IT and Software companies. The BPO sector is in a booming phase. The growth rate projected by the sector is indeed amazing. Last year the industry grew by 137 per cent or 2.5 billion dollars in revenues. During the same year, the industry saw a 53 per cent increase in the BPO workforce or 81, 000 new jobs generated.

The Business Processing Association of the Philippines (BPAP), the Board of Investments (BOI), and the Commission on Information and Communications Technology (CICT) project that the business processing industry in the Philippines will grow further to 12.4 billion dollars by 2010, creating 303, 000 new jobs and with the total BPO workforce reaching 1.1 million.

The Philippine competitiveness roots back few decades ago when multinational brands began sending their critical offshore work to the country. Dubbed as the "best kept secret" of many a global firms like Procter & Gamble, AIG, HSBC,

Intel, and Shell just to name some, the Philippines became home to these brands mainly because of its highly skilled, talented workforce, cost-competitive salaries, reliable infrastructure, and business-friendly policies.

The global outsourcing market is projected to reach US\$310 billion in 2008, 49% of which will come from Europe, according to PriceWaterhouseCoopers, one of the largest international professional services firms.

The Philippine companies who are described as the major players (and can become customers of QAI) are

1. *Logicall (call center services)*
2. *Alliance and DTSI (call center and BPO technology enabler)*
3. *ADEC Solutions (diversified BPO)*
4. *RG Financial Services (financial and accounting services)*
5. *IT outsourcing and software firms Apsmith, BlastAsia, IAMD Software Solutions, Pointwest Technologies, Vinta; and Telecom giants Innove (Globequest) and Philippine Long Distance Telephone Company.*

The business mission also aims to strengthen ties with the Philippines' counterpart organizations such as

1. The London Chamber of Commerce,
2. National Outsourcing Association (NOA),
3. International Association of Outsourcing Professionals (IAOP),
4. Intellect and London Chamber of Commerce in the UK;
5. Federation of Netherlands IT Companies (FENIT)
6. The Agency for International Business and Cooperation (EVD)
- 7.

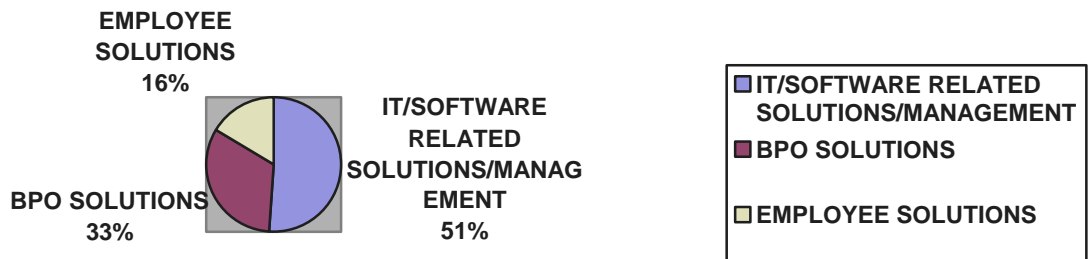
**The complete market for QAI can be divided into**

1. BPO/CALL CENTRES/VOIP
2. IT Companies
3. Government Supporting Organizations
4. Government Organizations

The total number of BPO's/ Call Centres/Contact Centres and VOIP companies is 776. The companies are mainly located in Makati, Ortigas Centre, Quezon City and Manila. These are the major IT centres in the country.

The Information Technology Association of the Philippines (ITAP) is a private, independent and non-profit association formed in 1984 primarily to promote the interest of its members, who are leading product and service providers of Information and Communication Technology.

### 3.4 MARKET SEGMENTATION FOR QAI:



**FIG 3.4: THE MAJOR MARKET FOR QAI LIES IN SOFTWARE/ENGINEERING DESIGN AND PROCESS IMPROVEMENT.**

### **3.5 MAJOR CUSTOMERS FOR QAI**

The members of ITAP are the major leading and service providers of Information and Communication Technology. They by virtue of their operations also become the major market for QAI.

An extensive analysis of the market and the products that QAI can offer to them is given below.

The market and the opportunities are considered here. On one side are the members of ITAP and on the other side are the QAI products that suit the profile of the company.

### **3.6 MARKET OPPURTUNITIES FOR QAI**

The table below lists all the members of ITAP and the various products and services that they are offering. On the other side are listed the services that QAI can provide them.

<b><u>Company</u></b>	<b><u>QAI PRODUCTS</u></b>
<b><u>ABBE Technology Solutions, Inc.</u></b>	<b><u>ENGINEERING BASED</u></b> <ul style="list-style-type: none"><li>• Software Consulting, Training and Assessments CMM®</li><li>• CMMI® Consulting, Training and Appraisals</li><li>• People CMM® Consulting and Assessments</li><li>• Six Sigma Consulting, Training &amp; Certification</li><li>• Software Engineering Process Quality</li></ul>

<p style="text-align: center;"><b><u>ACCENTURE</u></b></p>	<p><b><u>ENGINEERING BASED</u></b></p> <ul style="list-style-type: none"> <li>• Software Consulting, Training and Assessments CMM®</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul> <p><b><u>BPO BASED</u></b></p> <ul style="list-style-type: none"> <li>• Six Sigma Consulting, Deployment and Training</li> <li>• COPC Implementation and support</li> <li>• Performance enhancement consulting and training</li> </ul>
<p><b><u>Advance Solutions, Inc.</u></b></p> <ol style="list-style-type: none"> <li>1. Desktops, Notebooks &amp; Servers</li> <li>2. Printers, Projectors and Imaging</li> <li>3. Networking &amp; Storage</li> <li>4. Software</li> <li>5. Power Systems &amp; Peripherals</li> </ol>	<ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul>

**AG Datacom Philippines, Inc.**

1. DATACOM TMS
2. DATACOM SMART
3. DATACOM GATEWAY + PMS Interface
4. DATACOM Hotel Pro
5. NetSupport Software
6. BroadWeb IPS/IDP Intrusion Prevention
7. O2MICRO Security
8. Trend Micro Solution
9. BITDEFENDER
10. ServersCheck Network Mngt. System
11. Talariax SMS Gateway
12. SunComm GSM Gateway
13. VERINT Work Force Optimization
14. Voice Recorder / Logger
15. E-Detective & Wireless Detective
16. WLAN Forbidder
17. SpeakerBus
18. Customized Software

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**Alliance Technologies Corporation**

Products includes Avaya IP Telephony and Contact Center Solutions, Avaya Voice Messaging Systems, Nice Interaction Management Solutions, Teltrac Call Accounting Systems, Polycom Audio and Video Conferencing, Cisco Networking and Data Solutions, Lucent Technologies, Structured Cabling, Clarity GSM Model, HP Servers and Desktop, Sun Microsystems Servers and Storage Solutions and other related hardware and software systems.

**ENGINEERING SOLUTIONS**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**CONTACT CENTRE SOLUTIONS**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**American Data Exchange Corporation**

- ADEC ENGINEERING SOLUTIONS
- ADEC BPO SOLUTIONS
- ADEC EMPLOYER SOLUTIONS

**FOR ADEC ENGINEERING SOLUTIONS**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**FOR ADEC BPO SOLUTIONS**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**FOR ADEC EMPLOYER SOLUTIONS**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

AVAYA

**ENGINEERING SOLUTIONS**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**COMMUNICATION BASED  
BUSINESS PROCESSES**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**Beacon Frontline Solutions, Inc.**

1. Systems Integration
2. Systems Development
3. Business Process Assessment and Re-engineering
4. Technology Enabling Process and Infrastructure Design and Development
5. Project Management
6. Readiness Assessment
7. Solutions Deployment and Quality Assurance
8. Client/Server Software Package Implementation
9. Change Management and Implementation
10. Software Architecture and Development
11. Strategic Management Reports Development
12. System Maintenance and Support
13. Technology Risk Assessment
14. Disaster Recovery Planning and Design
15. User Acceptance Testing
16. Training

**FOR ENGINEERING/ QUALITY SOLUTIONS**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**FOR TRAINING SOLUTIONS**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

<p><b><u>Comworks, Inc.</u></b></p> <ol style="list-style-type: none"> <li>1. Telecommunications</li> <li>2. Broadcasts</li> <li>3. Prepaid Cards</li> <li>4. ePins Dispensing solutions</li> <li>5. Voice Solution</li> <li>6. Wireless Solution</li> </ol>	<p><b><u>FOR ENGINEERING/ QUALITY SOLUTIONS</u></b></p> <ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul> <p><b><u>FOR TRAINING SOLUTIONS</u></b></p> <ul style="list-style-type: none"> <li>• Leadership &amp; Behaviors Process Practice</li> <li>• Work force Strategy and Development Practice</li> </ul>
<p><b><u>CrimsonLogic Philippines, Inc.</u></b></p> <ol style="list-style-type: none"> <li>1. Consulting</li> </ol>	<ul style="list-style-type: none"> <li>• Leadership &amp; Behaviors Process Practice</li> <li>• Work force Strategy and Development Practice</li> </ul>
<p><b><u>Data Center Design Corporation</u></b></p>	<ul style="list-style-type: none"> <li>• Software CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Six Sigma Consulting, Deployment and Training</li> <li>• COPC Implementation and support</li> <li>• Performance enhancement consulting and training</li> </ul>

**Datacraft Philippines, Inc.**

**ENGINEERING BASED**

- Software Consulting, Training and Assessments CMM®
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**TRAINING & EMPOWERMENT**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

**DELL Asia Pacific Sdn.**

**ENGINEERING BASED**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**EMC Computer Systems**

**ENGINEERING BASED**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**First Serv-it, Inc.**

**ENGINEERING BASED**

- SoftwareCMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**TRAINING & EMPOWERMENT**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

<p style="text-align: center;"><b><u>Fujitsu Philippines, Inc.</u></b></p> <p><b><u>SERVICES</u></b></p> <ol style="list-style-type: none"> <li>1. Consulting</li> <li>2. System Integration</li> <li>3. IT Infrastructure Management</li> <li>4. Solutions</li> </ol> <p><b><u>PRODUCTS</u></b></p> <ol style="list-style-type: none"> <li>1. Computing Products</li> <li>2. Software</li> <li>3. Telecommunications</li> <li>4. Microelectronics</li> </ol>	<p><b><u>ENGINEERING BASED</u></b></p> <ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul> <p><b><u>BPO BASED</u></b></p> <ul style="list-style-type: none"> <li>• Six Sigma Consulting, Deployment and Training</li> <li>• COPC Implementation and support</li> <li>• Performance enhancement consulting and training</li> </ul>
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**Hewlett Packard Philippines Corporation**

**ENGINEERING BASED**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**TRAINING & EMPOWERMENT**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

**IBM Philippines, Inc.**

**ENGINEERING BASED**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

<p style="text-align: center;"><b><u>Info Alchemy Corporation</u></b></p> <ol style="list-style-type: none"> <li>1. Solutions</li> <li>2. Services</li> </ol>	<p style="text-align: center;"><b><u>ENGINEERING BASED</u></b></p> <ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul> <p style="text-align: center;"><b><u>BPO BASED</u></b></p> <ul style="list-style-type: none"> <li>• Six Sigma Consulting, Deployment and Training</li> <li>• COPC Implementation and support</li> <li>• Performance enhancement consulting and training</li> </ul>
<p style="text-align: center;"><b><u>Intel Microelectronics Phils., Inc.</u></b></p>	<p style="text-align: center;"><b><u>ENGINEERING BASED</u></b></p> <ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul>

**Inteltech Resources, Inc.**

**ENGINEERING BASED**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

<p><b><u>Metasystems Development, Inc.</u></b> <b><u>SERVICES</u></b></p> <ol style="list-style-type: none"> <li>1. Document Imaging Services</li> <li>2. Web Development and Design</li> <li>3. Systems Integration</li> <li>4. Intranet Development &amp; Installation</li> <li>5. Network Management Services</li> <li>6. Customized Application Development</li> <li>7. IT Consulting</li> <li>8. Troubleshooting &amp; Maintenance</li> </ol> <p><b><u>PRODUCTS</u></b></p> <ol style="list-style-type: none"> <li>1. Laserfiche</li> <li>2. Tally</li> <li>3. Raritan</li> <li>4. Principia</li> <li>5. Cisco</li> <li>6. Sun</li> <li>7. SMC</li> <li>8. Decisions Data</li> </ol>	<p><b><u>ENGINEERING BASED</u></b></p> <ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul>
<p><b><u>Pan Pacific Computer Center, Inc.</u></b></p> <ol style="list-style-type: none"> <li>1. Network Management</li> <li>2. Network Security Management</li> <li>3. Systems &amp; Application Administration</li> <li>4. Desktop Support Administration</li> <li>5. Database Administration</li> <li>6. Storage Solutions</li> <li>7. IT Business Management Solutions</li> <li>8. Document Management Solutions</li> </ol>	<p><b><u>ENGINEERING BASED</u></b></p> <ul style="list-style-type: none"> <li>• Software Consulting, Training and Assessments CMM®</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul>

**Sybase Solutions, Inc.**

**ENGINEERING BASED**

- Software CMM® Consulting, Training and Assessments
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

**TRAINING & EMPOWERMENT**

- Leadership & Behaviors Process Practice
- Work force Strategy and Development Practice

**Total Information Management**

**Corporation**

1. Outsourcing
2. Business Continuity
3. Technology Solutions
4. Engineering & Maintenance

**ENGINEERING BASED**

- Software Consulting, Training and Assessments CMM®
- CMMI® Consulting, Training and Appraisals
- People CMM® Consulting and Assessments
- Six Sigma Consulting, Training & Certification
- Software Engineering Process Quality

**BPO BASED**

- Six Sigma Consulting, Deployment and Training
- COPC Implementation and support
- Performance enhancement consulting and training

<u>Unisys Philippines</u>	<p><u>ENGINEERING BASED</u></p> <ul style="list-style-type: none"> <li>• Software CMM® Consulting, Training and Assessments</li> <li>• CMMI® Consulting, Training and Appraisals</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Software Engineering Process Quality</li> </ul> <p><u>BPO BASED</u></p> <ul style="list-style-type: none"> <li>• Six Sigma Consulting, Deployment and Training</li> <li>• COPC Implementation and support</li> <li>• Performance enhancement consulting and training</li> </ul>
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**3.7 GOVERNMENT CLIENTS**

GOVERNMENT ORGANIZATION WHO CAN ALSO BECOME CUSTOMERS OF QAI

<b>GOVERNMENT ORGANIZATIONS</b>	<b>QAI PRODUCTS</b>
CITY GOVERNMENT OF SAN FERNANDO	<ul style="list-style-type: none"> <li>• Leadership &amp; Behaviors Process Practice</li> <li>• Work force Strategy and Development Practice</li> <li>• People CMM® Consulting and Assessments</li> <li>• Six Sigma Consulting, Training &amp; Certification</li> <li>• Performance enhancement consulting and training</li> </ul>
CITY GOVERNMENT OF BAGUIO	
CITY GOVERNMENT OF GENERAL SANTOS / OCEMCD	
CITY GOVERNMENT OF NAGA	
CITY GOVERNMENT OF SANTA ROSA, PROVINCE OF LAGUNA	
CITY GOVERNMENT OF ZAMBOANGA	

### **3.8 COMPETITIVE COMPARISON:**

The competition to QAI is not that strong but it does come from several areas which can be defined as follows:

1. **No consultancy at all:**

Some IT companies do not take external assistance in developing and improving their business. They are more dependent on their in-house research.

2. **Other consultancy firms:**

QAI doesn't face much competition in the Indian Market but in Philippines where it is planning to take its operations; the competition is going to come from companies like KPMG , SOLUZIONE PHILIPPINES, SUN MICROSYSTEMS Philippines Inc among others. Moreover both these two companies are also members of ITAP.

In right words, QAI competes with it own self and has to set new bench marks for further improving its business.

#### **3.8.1 Main Competitors:**

1. **SOLUZIONE PHILIPPINES INC:**

2. **SUN MICROSYSTEMS PHILIPPINES**

The assessment service by SUN helps to identify at what level the IT organization operates and proposes improvement actions to progress to higher levels of efficiency and effectiveness. The levels range in five categories from the lowest state of crisis control to the highest state of proactive business management. As organizations achieve higher OMCM levels, there is a corresponding improvement in their ability to deliver cost-effective and reliable IT services that support the business:

3. **KPMG**

As for now KPMG is offering services in the following categories that cover Audit, Tax, and Advisory. But the company can develop itself as a future competitor to QAI in Philippines.

#### 4.0 SALES / MARKETING STRATEGY

The marketing strategy is designed in such a way that instead of targeting all the clients/customers in Philippines, only a particular segment of the market would be targeted. This particular segment is members of ITAP.

4.1 **POSITIOING STRATEGY:** using services and people differentiation, we are positioning QAI as the major industry need for improving operations both in IT and non IT based industries. QAI would provide trained consultants both in 6 sigma as well as CMM/CMMI. The marketing strategy would project QAI as a leading global consulting organization (**Asia's largest and world's third largest organization**) addressing '**Operational Excellence**' in IT, BPO and Knowledge intensive organizations.

4.2 **PRICING STRATEGY:** Since QAI is just entering into the Philippines market therefore the pricing strategy would be values-based. That is the prices would be set on buyer's perceptions of values that QAI would be offering to them rather than on the seller's (i.e. QAI) cost.

#### 4.3 **CUSTOMER ACQUISITION STRATEGIES:**

##### FOUR CUSTOMER ACQUISTION STRATEGIES HAS BEEN DESIGNED:

They are as follows:

1. QAI will concentrate on ITAP members as they are the leading players in the IT industry of Philippines.
2. ITAP members can provide the major market for QAI in Philippines. These companies have a global presence
3. and by partnering with them, QAI will have the following advantages
  - A. A ready made market for its products.
  - B. Incentives and promotions that the members of ITAP are enjoying as ITAP is affiliated or cooperates with the following organizations :
    - i. Information Technology Foundation of the Philippines (ITFP)
    - ii. Philippine Electronics and Telecommunications Federation, Inc. (PETEF)

iii. World Information Technology and Services Alliance (WITSA)

4. The main customer acquisition strategy can be described in the following steps
- a. Establishing business with ITAP members as they are the major IT players in Philippines.
  - b. Exposure to their business partners and clients in Philippines.
  - c. Making their business clients as QAI's customers.

By doing so QAI can expand its business base and reach to large number of business houses who would be interested in doing business with QAI.

The procedure can be explained with the help of the following table.

ITAP MEMBER	ITS CLIENTS
<p>ALLIANCE TECHNOLOGIES SOLUTIONS</p>	<ol style="list-style-type: none"> <li>1. ACCENTURE</li> <li>2. ADVANCED CONTACT SOLUTIONS</li> <li>3. AG&amp;P (BATANGAS)</li> <li>4. AG&amp;P (PANDACAN)</li> <li>5. AMBERGRIS SOLUTIONS</li> <li>6. AMERICAN EXPRESS</li> <li>7. AMERICAN INTERNATIONAL GRP</li> <li>8. AMERICAN PRESIDENT LINES</li> <li>9. AMI PHILIPPINES</li> <li>10. API ASIA PACIFIC</li> <li>11. ASTEC (CAVITE)</li> <li>12. ASTEC CUSTOM POWER (PASIG)</li> <li>13. ASTEC INTERNATIONAL (MAKATI)</li> <li>14. AT&amp;T PHILIPPINES</li> <li>15. AVAYA COMMUNICATION</li> <li>16. BANGKOK BANK</li> <li>17. CHASE MANHATTAN</li> <li>18. CITIBANK (BINONDO)</li> <li>19. CITIBANK (CEBU)</li> <li>20. CITIBANK (GREENHILLS)</li> </ol>

- |  |  |
|--|--|
|  | <ol style="list-style-type: none"><li>21. CITIBANK (LIBIS SYS 1)</li><li>22. CITIBANK (LIBIS SYS 2)</li><li>23. CITIBANK (MAKATI SYS 1)</li><li>24. CITIBANK (MAKATI SYS 2)</li><li>25. CMG</li><li>26. COLGATE PALMOLIVE</li><li>27. CYBERCITY</li><li>28. DHL AVIATION</li><li>29. DHL WORLDWIDE</li><li>30. DINERS CLUB<br/>INTERNATIONAL</li><li>31. EDS</li><li>32. EPACIFIC GLOBAL</li><li>33. ETELECARE</li><li>34. FAMILY FIRST</li><li>35. FEDEX SUBIC (SYS 1)</li><li>36. FEDEX SUBIC (SYS 2)</li><li>37. HONDA CARS (ALABANG)</li><li>38. HONDA CARS (MAKATI)</li><li>39. HONDA CARS (PASIG)</li><li>40. HONDA CARS (SHAW)</li><li>41. IBM PHILIPPINES</li><li>42. IMPIRIC</li><li>43. INTEL (CAVITE)</li><li>44. INTEL (MAKATI)</li><li>45. JOHNSON &amp; JOHNSON</li><li>46. KIMBERLY CLARK (MAKATI)</li><li>47. KIMBERLY CLARK (SAN<br/>PEDRO)</li><li>48. LEAR AUTOMOTIVE SERVICES</li><li>49. LINK2SUPPORT</li><li>50. LUCENT TECHNOLOGIES</li><li>51. MALAYSIA AIRLINES</li><li>52. MENDEZ &amp; GRIFFIN</li><li>53. MOBIL PHILIPPINES</li><li>54. MOTOROLA PHILIPPINES</li><li>55. NCR</li><li>56. NEC</li><li>57. NU SKIN</li></ol> |
|--|--|

	<ul style="list-style-type: none"> <li>58. PFIZER</li> <li>59. PHILIP MORRIS</li> <li>60. PILIPINAS TELESERV, INC.</li> <li>61. PRICEWATER HOUSE COOPERS</li> <li>62. PRULIFE UK</li> <li>63. QANTAS/BRITISH AIRWAYS</li> <li>64. ROHM AND HAAS PHILS.</li> <li>65. SEA-LAND ORIENT (MAERSK)</li> <li>66. STANDARD CHARTERED (ORTG)</li> <li>67. STANDARD CHARTERED (MKT)</li> <li>68. SYKES 1, 2 ,3 ,4</li> <li>69. TDK PHILIPPINES</li> <li>70. TERADYNE</li> <li>71. UNION CARBRIDE (BATANGAS)</li> <li>72. UNION CARBRIDE (MAKATI)</li> <li>73. US AID</li> <li>74. US VETERANS</li> <li>75. US VETERANS (EMBASSY)</li> <li>76. VISION X, INC.</li> <li>77. W.I. CARR</li> </ul>
<p style="text-align: center;">AG DATACOM PHILIPPINES</p>	<ul style="list-style-type: none"> <li>1. NetSupport Software</li> <li>2. O2Micro</li> <li>3. BroadWeb</li> <li>4. TrendMicro</li> <li>5. ServersCheck</li> <li>6. TalariaX</li> <li>7. SunComm</li> <li>8. Verint</li> <li>9. E-Detective</li> <li>10. SpeakerBus</li> <li>11. BitDefender</li> </ul>
<p style="text-align: center;"><b>2 MEMBERS</b></p>	<p style="text-align: center;"><b>88 CUSTOMERS</b></p>

This is just for 2 members of ITAP only; a complete database for all the members can be prepared. Thus by going through this strategy of customer acquisition, a large number of customers can be brought into the fold of QAI.

#### **4.4 MARKETING COMMUNICATIONS STRATEGY**

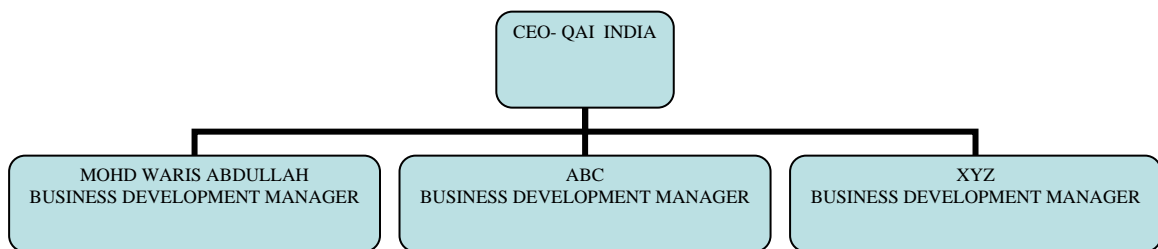
QAI basically relies on word of mouth to reinforce its brand name and for differentiating it from other consulting organizations. QAI's regional bases across the globe in the US, Singapore, China, Malaysia, UK and India helps to innovatively distribute and manage engagements across multiple locations. In addition to word of mouth, QAI would publish its various credentials and achievements in newspapers, magazines etc and send detailed information regarding its various services and certification programmes.

#### **4.5 MARKETING RESEARCH**

QAI identifies customers through various in-house research carried by the researcher/ business analysts at QAI. In Philippines, various government organizations like BPAP and ITAP maintain data regarding IT & IT enabled companies, BPO's etc.

#### **4.6 MARKETING ORGANIZATION**

QAI's CEO-India hold over all responsibility for marketing strategy and direction. Various Business Development Managers would work under him to handle operations at Philippines.



**FIG 4,6 : QAI'S MARKETING ORGANIZATION FOR PHILIPPINES OPERATIONS**

## **5.0 ACTION PROGRAMS/ PLANNING**

### **5.1 SHORT TERM PLANS:**

#### **November 2007:**

1. Collection of all the information regarding ITAP and BPAP members and obtaining membership of these two organizations.
2. Publishing the various credentials, achievements and services offered by QAI.
3. Arranging business meets/ Seminars/ dinners with ITAP and BPAP members.

#### **December 2007:**

Initiation of talks/ business relations with ITAP members and BPAP members.

#### **January 2008:**

Visiting Philippines and introducing the services and training programmes.

### **5.2 MEDIUM TERMS PLANS**

#### **February 2008- August 2008:**

1. Increasing the client number of BPO's and IT companies.
2. Increasing the number of government organizations under the fold of QAI.
3. Regular analysis of the performance of QAI.
4. Regular client- QAI meetings to improve service delivery.

### **5.3 LONG TERMS PLANS**

1. Expanding to other ASEAN countries by using Philippines as a launch pad.
2. Setting up of office at the newly built IT Park at Makati.

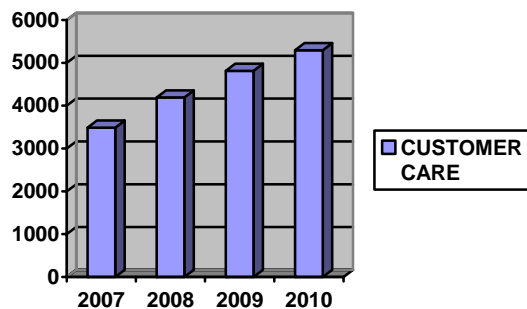
## 6.0 REVENUE GENERATION

QAI can provide services in basically the following business processes. All the sections of the industry are showing a highly positive trend.

	2007 (US\$ Million)	2008 (US\$ Million)	2009 (US\$ Million)	2010 (US\$ Million)
Customer Care	3488	4192	4816	5296
Back Office	488	880	1496	2392
Animation	185	315	500	759
Software Development (Export)	374	561	850	1275
Engineering Design	102	170	255	357
Digital Content	26	52	104	208

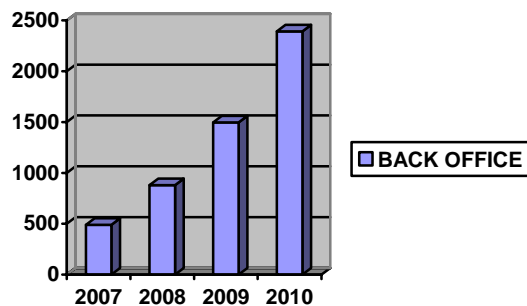
These values give an indication of the type of market share that would be available in the IT sector and to QAI in the coming years.

### 6.1 CUSTOMER CARE



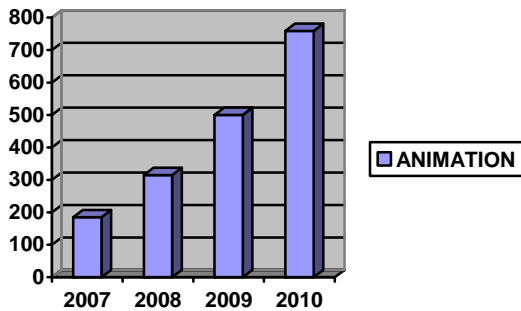
Rise in revenue generated from Customer Care Segment. All values in US\$ M

### 6.2 BACK OFFICE



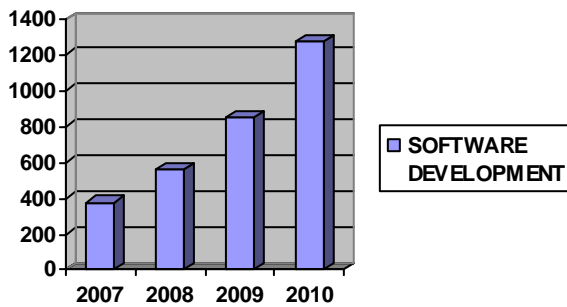
Rise in revenue generated from Back Office Segment. All values in US\$ M

### 6.3 ANIMATION



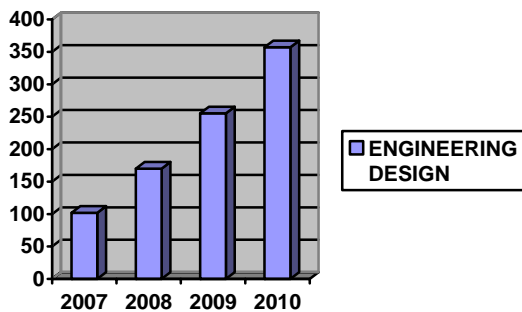
Rise in revenue generated from Animation Segment. All values in US\$ M

### 6.4 SOFTWARE DEVELOPMENT



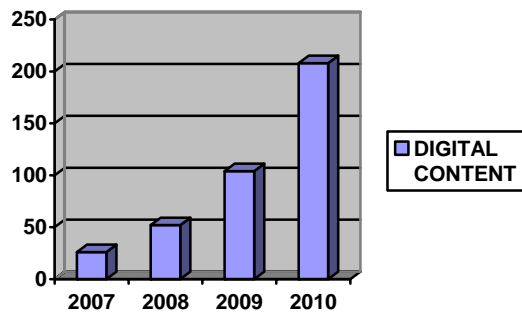
Rise in revenue generated from Software Development Segment. All values in US\$ M

### 6.5 ENGINEERING DESIGN



Rise in revenue generated from Customer Care Segment. All values in US\$ M

## 6.6 DIGITAL CONTENT



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Rise in revenue generated from Customer Care Segment. All values in US\$ M

## 7.0 KEY ASSUMPTIONS

1. The major assumption is that QAI would grow at the same rate as the IT and the IT enabled industry is growing in Philippines.

## **8.1 APPENDIX 1: BUSINESS ENVIRONMENT IN PHILIPPINES**

The Filipino way of doing business is a confluence of the East and West. In setting up appointments, especially in government offices, it is most advantageous if a “go-between” or someone with previous connections to that office can make some form of introduction on behalf of the requesting party. Mid-morning or afternoon meetings are preferred, and a follow up call to confirm the meeting a day before is recommended.

Business lunches and dinners are usually arranged personally over the phone and confirmed by the secretary. The person who invites customarily pays. A guest does not order the most expensive items on the menu, unless the host insists otherwise. It is also customary to have a drink before sitting at a dining table. A pleasant atmosphere and a minimum of formality is the tone. Business is not usually discussed until after establishing a convivial ambience, usually after soup or appetizer. Dress is according to venue.

Office hours for business firms and the Philippine Government normally are from 8:00 a.m. to 5:00 p.m., with a one-hour lunch break. Most banks are open from 9:00 a.m. to 3:00 p.m. It is best to attempt to accomplish business objectives in midmorning or late afternoon. Many business deals are completed informally during meals, entertainment, or over a round of golf. Offices are generally closed on Saturdays and Sundays.

8.2 **APPENDIX 2: IT RELATED INDUSTRIES IN PHILIPPINES**

<b>Company</b>	<b>City Address</b>
3D STORMSTUDIO ARCHITECTURAL RENDERING & GRAPHIC SERVIC	Cebu City, Cebu, Philippines
ACCENTURE INC.	Makati City, Metro Manila, Philippines
ADPAGES PUBLISHING INC.	Davao City, Davao Del Sur, Philippines
ADVANCED MEDIA BROADCASTING SYSTEM INC.	Mandaluyong City, Metro Manila, Philippines
ADVANCED MT DATA SERVICES	Makati City, Metro Manila, Philippines
ADVANCED SCIENCE AND TECHNOLOGY INSTITUTE	Quezon City, Metro Manila, Philippines
ADVANCED WORLD SYSTEMS,INC.(FORMERLY ADTX SYSTEMS,INC.)	Metro Manila, Philippines
ADVATECH TRANSCRIPTION INC.	Makati City, Metro Manila, Philippines
AET-TECH CORP.	Quezon City, Metro Manila, Philippines
AHD ADVANCE COMMUNICATION SYSTEM, INC.	Makati City, Metro Manila, Philippines
AKRIBIS TRANSCRIPTION SERVICES INC.	Baclaran, Metro Manila, Philippines
ALLIANCE FRANCAISE DE MANILLE	Makati City, Metro Manila, Philippines
ALLIANCE SOFTWARE, INC.	Mandaue City, Cebu, Philippines
ALLIANCE TECHNOLOGIES CORPORATION	Makati City, Philippines
ALSONS/AWS INFORMATION SYSTEMS, INC.	Makati City, Metro Manila, Philippines
ALTIGEN PHILIPPINES	Pasig City, Metro Manila, Philippines
AMBERGRIS SOLUTIONS, INC.	Pasig City, Metro Manila, Philippines
AMERI-PHIL TRANSCRIPTION INSTITUTE INC.	Antipolo, Manila, Philippines
AMERICAN ACADEMY OF MEDICAL TRANSCRIPTION	Pasig City, Metro Manila, Philippines
AMERICAN DATA EXCHANGE CORPORATION	Metro Manila, Philippines
ANIMASIA, INCORPORATED	Philippines
ANIMATES ART SHOP	Makati City, Metro Manila, Philippines
ANIMATION COUNCIL OF THE PHILIPPINES INC.	Quezon City, Metro Manila, Philippines
ANIMO LIMITED	Japan

ANINO COMPUTER ENTERTAINMENT, INC	Muntinlupa City, Metro Manila, Philippines
APAC CUSTOMER SERVICES, INC.	Philippines
ARGON ANIMATION INC.	Makati City, Metro Manila, Philippines
ARK DATA AND COMMUNICATION SERVICES, INC.	Cebu City, Cebu, Philippines
ARTFARM ASIA	San Juan, Metro Manila, Philippines
ASIA NETCOM	Makati City, Metro Manila, Philippines
ASIA SYSTEMS GROUP, INC.	Makati City, Metro Manila, Philippines
ASIA TECHNOLOGIES CORPORATION	Lapu-Lapu City, Cebu, Philippines
ASIAMOBILE CORPORATION	Cebu City, Cebu, Philippines
ASIAN BUSINESS SOLUTIONS, INC.	Makati City, Metro Manila, Philippines
ASIAN COLLEGE OF SCIENCE AND TECHNOLOGY (ACSAT)	Quezon City, Metro Manila, Philippines
ASIAN NAVIGATION & TRACKING SYSTEMS	Makati City, Metro Manila, Philippines
ASSOCIATION OF SOLUTION INTEGRATORS IN DAVAO	Davao City, Davao Del Sur, Philippines
ASTRA (PHILIPPINES), INC.	Quezon City, Metro Manila, Philippines
ATENEO DE NAGA UNIVERSITY	Naga City, Camarines Sur, Philippines
AUDIO DICTA TRANSCRIPTION CORPORATION	Las Pinas City, Metro Manila, Philippines
AUTOMATA INTERACTIVE CORPORATION	Philippines
AVALON ASIA	Makati City, Metro Manila, Philippines
AVAYA PHILIPPINES INC.	Makati City, Metro Manila, Philippines
AYALA FOUNDATION INC.	Quezon City, Metro Manila, Philippines
AYALA LAND, INC.	Makati City, Metro Manila, Philippines
AYALA PORT MAKATI DATA CENTER	Makati City, Metro Manila, Philippines
AYALA SYSTEMS TECHNOLOGY, INC.	Makati City, Metro Manila, Philippines
AZ COMMUNICATION NETWORK, INC.	Makati City, Metro Manila, Philippines
BACOLOD CITY	Bacolod City, Negros Occidental, Philippines

BAYAN TELECOMMUNICATIONS, INC.	Quezon City, Metro Manila, Philippines
BAYAN TRADE	Bicutan, Metro Manila, Philippines
BCS SYSTEMS & TECHNOLOGIES	Quezon City, Metro Manila, Philippines
BEACON FRONTLINE SOLUTIONS, INC.	Makati City, Metro Manila, Philippines
BEANSTALK GLOBAL MEDIA INC.	Makati City, Metro Manila, Philippines
BERTHAPHIL, INC.	Clark Fields, Pampanga, Philippines
BISDAK SOFTWARE DEVELOPMENT	Cebu City, Cebu, Philippines
BIZBOX INC.	Makati City, Metro Manila, Philippines
BLASTASIA, INC.	Pasig City, Metro Manila, Philippines
BLINQUE -TECH	Compostela Valley, Philippines
BLUE DIGITAL SYSTEMS	Quezon City, Metro Manila, Philippines
BOHOL INVESTMENT PROMOTION CENTER ( BIPC)	Tagbilaran City, Bohol, Philippines
BPO-TRAINING ACADEMY INC.	Malate, Manila, Philippines
BUREAU OF CUSTOMS	Metro Manila, Philippines
BUREAU OF EXPORT TRADE PROMOTION (BETP)	Makati City, Metro Manila, Philippines
BUREAU OF INTERNAL REVENUE	Las Pinas City, Metro Manila, Philippines
BUSINESS PROCESS OUTSOURCING INTERNATIONAL INC (BPOI)	Makati City, Metro Manila, Philippines
BUSINESS PROCESSING ASSOCIATION OF THE PHILIPPINES (BPA/P)	Makati City, Metro Manila, Philippines
BUSINESSWORLD ONLINE, INC.	Quezon City, Metro Manila, Philippines
C QUADRANT	Makati City, Metro Manila, Philippines
CADWEB BUSINESS SOLUTIONS	Quezon City, Metro Manila, Philippines
CAI-STA PHILIPPINES, INC. (SOFTECH ADVANTAGE INC.)	
CALL CENTER ACADEMY	Makati City, Metro Manila, Philippines
CALL CENTER ASSOCIATION OF THE PHILIPPINES	Makati City, Metro Manila, Philippines
CAMARINES SUR IT PARK - PROV. GOV'T OF CAMARINES SUR	Pili, Camarines Sur, Philippines
CAMARINES SUR MEDICAL TRANSCRIPTION CENTER	Naga City, Camarines Sur, Philippines
CEBU INVESTMENT PROMOTIONS CENTER	Cebu City, Cebu, Philippines

CEBU SOFTWARE DEVELOPMENT INDUSTRY ASSOCIATION INC	Cebu, Philippines
CENTER FOR ECONOMIC POLICY RESEARCH	Quezon City, Metro Manila, Philippines
CENTRE FOR INTERNATION EDUCATION GLOBAL COLLEGES	Cebu, Philippines
CENTURY PARK HOTEL	Malate, Manila, Philippines
CERTRAIN, INC.	
CERULEAN SOFTWARE COMPANY INC.	
CERVEO INTERNET SOLUTIONS	Davao City, Davao Del Sur, Philippines
CEVERA TECHNOLOGY GROUP INC.	Makati City, Metro Manila, Philippines
CHALLENGE SYSTEMS, INC.	Makati City, Metro Manila, Philippines
CHEQ SYSTEMS, INC.	Makati City, Metro Manila, Philippines
CHIKKA ASIA, INC.	Pasig City, Metro Manila, Philippines
CIM TECHNOLOGIES INC.	Makati City, Metro Manila, Philippines
CISCO SYSTEMS	Makati City, Metro Manila, Philippines
CITY GOVERNMENT OF SAN FERNANDO	La Union, Philippines
CITY GOVERNMENT OF BAGUIO	Baguio City, Benguet, Philippines
CITY GOVERNMENT OF GENERAL SANTOS / OCEMCD	Gen. Santos City, South Cotabato, Philippines
CITY GOVERNMENT OF NAGA	Naga City, Camarines Sur, Philippines
CITY GOVERNMENT OF SANTA ROSA, PROVINCE OF LAGUNA	Santa Rosa, Laguna, Philippines
CITY GOVERNMENT OF ZAMBOANGA	Zamboanga City, Zamboanga Del Sur, Philippines
CLARK DEVELOPMENT CORPORATION	Angeles City, Pampanga, Philippines
CLIENTLOGIC PHILIPPINES	Pasig City, Metro Manila, Philippines
COLLEGE OF ST. BENILDE (CSB) DE LA SALLE UNIVERSITY	Manila, Philippines
COLLIERS INTERNATIONAL PHILIPPINES INC.	Makati City, Metro Manila, Philippines
COMPETITIVE I.T. SOLUTIONS INC.	Intramuros, Manila, Philippines
COMPLUS CORPORATION	Binondo, Manila, Philippines
COMPUFIX, INC.	Makati City, Metro Manila,

	Philippines
COMPUTER TIMES PUBLISHING, INC.	Pasig City, Metro Manila, Philippines
CONTACT CENTER ASSOCIATION OF THE PHILIPPINES	Makati City, Metro Manila, Philippines
CONTACT WORLD	Pasig City, Metro Manila, Philippines
CORNERSTEEL SYSTEMS CORPORATION	Makati City, Metro Manila, Philippines
CORSERV INTERNATIONAL INC.	Quezon City, Metro Manila, Philippines
COVALENT PARTNERS, INC. / MISNET INC.	Makati City, Metro Manila, Philippines
CPI OUTSOURCING	Mandaluyong City, Metro Manila, Philippines
CPL PHILIPPINES, INC.	Makati City, Metro Manila, Philippines
CRAZYWIRELESS CORPORATION	Makati City, Metro Manila, Philippines
CREATIVESASIA COMPANY, INC.	Makati City, Metro Manila, Philippines
CREATIVOICES PRODUCTIONS	Makati City, Metro Manila, Philippines
CREATV FX INC.	Mandaluyong City, Metro Manila, Philippines
CRIMSONLOGIC PHILIPPINES, INC.	
CUBE INTERACTIVE	Makati City, Metro Manila, Philippines
CUBE PIXELS	Davao City, Davao Del Sur, Philippines
CYBER CITY TELESERVICES LTD.	Clark Fields, Pampanga, Philippines
CYBERSPACE, INC.	Pasig City, Metro Manila, Philippines
CYBERSTATEU.COM PHILIPPINES, INC.	Quezon City, Metro Manila, Philippines
CYCLONE ARTS AND TECHNOLOGIES ASIA, INC.	Quezon City, Metro Manila, Philippines
DATABLADE, INC	Makati City, Metro Manila, Philippines
DATAMED TRANSCRIPTION SOLUTIONS, INC.	Makati City, Metro Manila, Philippines
DB WIZARDS, INC.	Makati City, Metro Manila, Philippines
DBP DATA CENTER INC. (DCI)	Makati City, Metro Manila, Philippines
DE LA SALLE UNIVERSITY -COLLEGE OF ST.	Manila, Philippines

BENILDE	
DEPARTMENT OF BUDGET AND MANAGEMENT (DBM)	Paco, Manila, Philippines
DESIGN PROCESS COUNCIL OF THE PHILIPPINES	Makati City, Metro Manila, Philippines
DESIGNEX INTERNATIONAL CORPORATION	Cebu City, Cebu, Philippines
DFNN GROUP OF COMPANIES	Taguig, Metro Manila, Philippines
DIAMEDIX TECHNOLOGIES, INC.	Muntinlupa City, Metro Manila, Philippines
DIAVOX NETWORK, INC.	Makati City, Metro Manila, Philippines
DICTATION SOURCE PHILIPPINES, INC.	Pasig City, Metro Manila, Philippines
DIGITAL DIMENSIONS, INC.	Makati City, Metro Manila, Philippines
DIGITAL STRATEGISTS, INC.	Pasig City, Metro Manila, Philippines
DIGITALFILIPINO.COM	Quezon City, Metro Manila, Philippines
DIVERSIFIED TECHNOLOGY SOLUTIONS INTERNATIONAL INC.	Makati City, Metro Manila, Philippines
DOMAIN REGISTRATION PHILIPPINES	Quezon City, Metro Manila, Philippines
DOTENABLE.COM INCORPORATED	Quezon City, Metro Manila, Philippines
DTI-BATANGAS	Philippines
E-GLOBALVOICE CORPORATION	Clark Fields, Pampanga, Philippines
E-SCRIBIR, INC.	Makati City, Metro Manila, Philippines
E-TRANSCRIBE GLOBAL TRANSCRIPTION SERVICES AND TRAINING	Manila, Philippines
E-XPEDIENT OUTSOURCE SOLUTIONS, INC.	Quezon City, Metro Manila, Philippines
EACOMM CORPORATION	Quezon City, Metro Manila, Philippines
EASTWOOD CITY CYBERPARK	Quezon City, Metro Manila, Philippines
EASY CALL COMMUNICATIONS PHILIPPINES	Antipolo, Manila, Philippines
EAZIX, INC.	Muntinlupa City, Metro Manila, Philippines
ECC INTERNATIONAL CORPORATION	
ECI COMMUNICATION TRAININGS, INC.	Ermita, Manila, Philippines
EDATA SERVICES PHILS., INC.	Makati City, Metro Manila,

	Philippines
EDUFRANCE DESK IN MANILA/FRENCH EMBASSY	Makati City, Metro Manila, Philippines
EDUPRO INC.	Makati City, Metro Manila, Philippines
ENTHEOS INFORMATION TECHNOLOGY, INC	Dumaguete City, Negros Oriental, Philippines
EONMT INCORPORATED	Quezon City, Metro Manila, Philippines
EPLDT	Makati City, Metro Manila, Philippines
EPLDT VENTUS INCOPORATED	Makati City, Metro Manila, Philippines
ERGONOMIC SYSTEMS PHIL. INC.	Makati City, Metro Manila, Philippines
ESPRINT SOFTWARE, INC.	Mandaue City, Cebu, Philippines
ETELECARE GLOBAL SOLUTIONS	Quezon City, Metro Manila, Philippines
EVOKE LEARNING SYSTEMS, INC.	Philippines
EXIMIUS BPO SERVICES, INC.	Pasig City, Metro Manila, Philippines
EXIST SOFTWARE LABS, INCORPORATED	Pasig City, Metro Manila, Philippines
EXPERCS DIRECT COMMUNICATION INC.	Pasig City, Metro Manila, Philippines
EXPERCS INC.	Pasig City, Metro Manila, Philippines
EXPERCS INTERNATIONAL	Makati City, Metro Manila, Philippines
EXPERCS NETWORKX RESOURCES, INC.	Makati City, Metro Manila, Philippines
FAR EASTERN UNIVERISTY	Sampaloc, Manila, Philippines
FARM OUT CENTRAL INTOUCH INC.	Dagupan City, Pangasinan, Philippines
FIL CARTOONS	Mandaluyong City, Metro Manila, Philippines
FILAMEX DATA SYSTEMS, INC.	Muntinlupa City, Metro Manila, Philippines
FINDME LOCATION-BASED SERVICES	Mandaluyong City, Metro Manila, Philippines
FIRST DATACORP	Makati City, Metro Manila, Philippines
FIRST INTERNATIONAL DOCUMENT MASTERS INC.	Bacolod City, Negros Occidental, Philippines
FLASH PRO	Pasig City, Metro Manila,

	Philippines
FSBM CTECH SDN. BHD.	Malaysia
FUJITSU TEN SOLUTIONS PHILS., INC.	Pasig City, Metro Manila, Philippines
GARMENTS AND TEXTILE EXPORT BOARD	Makati City, Metro Manila, Philippines
GEEBO DIGITAL STUDIOS INC.	Mandaluyong City, Metro Manila, Philippines
GENESIS KOMPUTER DYNAMIKS	Makati City, Metro Manila, Philippines
GENETIC COMPUTER INSTITUTE	Quezon City, Metro Manila, Philippines
GEOSPATIAL SOLUTIONS INC.	Philippines
GIVEME UNLIMITED INC.	Makati City, Metro Manila, Philippines
GLOBAL 9 INC.	Makati City, Metro Manila, Philippines
GLOBAL ACCESS BUSINESS CENTER INC.	Clark Fields, Pampanga, Philippines
GLOBAL CALL INTERNATIONAL INC.	Makati City, Metro Manila, Philippines
GLOBAL DATA PROCESSING INC.	Taguig, Metro Manila, Philippines
GLOBAL EXCHANGE SERVICES INC.	
GLOBAL MIND	Mandaue City, Cebu, Philippines
GLOBAL SUPPORT SERVICES - PHILIPPINES (GSS-PH)	Pasig City, Metro Manila, Philippines
GLOBAL WIRELESS CONNECTIONS, INC.	
GLOBALSTRIDE CORPORATION	Quezon City, Metro Manila, Philippines
GLOBE TELECOM/INNOVE COMMUNICATIONS	Makati City, Metro Manila, Philippines
GLOBEQUEST	Metro Manila, Philippines
GOOGLE INC.	United States of America
GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)	Pasay City, Metro Manila, Philippines
GREATOONS CREATIVE STUDIO	Quezon City, Metro Manila, Philippines
GUHIT PINOY ANIMATION STUDIO	Quezon City, Metro Manila, Philippines
GURANGO SOFTWARE ORGANIZATION	Quezon City, Metro Manila, Philippines
HARDWARE ZONE	Quezon City, Metro Manila, Philippines

HEADSTRONG PHILIPPINES, INC.	Makati City, Metro Manila, Philippines
HEALTHRECORD SOLUTIONS INC.	Calamba, Laguna, Philippines
HEAVEN OPTRONICS CO., LTD.	Taiwan
HERMOSA ECOZONE DEVELOPMENT CORPORATION (HEDC)	Makati City, Metro Manila, Philippines
HEWLETT-PACKARD SERVICES	Makati City, Metro Manila, Philippines
HOLY COW! ANIMATION	Metro Manila, Philippines
HUBPORT INTERACTIVE INC.	Davao City, Davao Del Sur, Philippines
I-BIZ OUTSOURCE TECHNOLOGY INC	Quezon City, Metro Manila, Philippines
I-QUANXI.COM	Makati City, Metro Manila, Philippines
I-SECURE NETWORKS & BUSINESS SOLUTIONS, INC.	Mandaluyong City, Metro Manila, Philippines
I4 ASIA INC.	Pasig City, Metro Manila, Philippines
IAMD SOFTWARE SOLUTIONS INC.	Makati City, Metro Manila, Philippines
IBM PHILIPPINES	Quezon City, Metro Manila, Philippines
ICON INTERACTIVE, INC.	Quezon City, Metro Manila, Philippines
ICT DAVAO INC.	Davao City, Davao Del Sur, Philippines
ICT GROUP	Makati City, Metro Manila, Philippines
IDNET CONSULTING, INC.	
IDS-MEDIA.COM	Davao City, Davao Del Sur, Philippines
ILOILO FEDERATION FOR INFORMATION TECHNOLOGY(I FIT)INC.	Iloilo, Philippines
IMGAME	San Juan, Metro Manila, Philippines
INCUSE BUSINESS SOLUTIONS INC	Pasig City, Metro Manila, Philippines
INDIGO 21 GROUP	Quezon City, Metro Manila, Philippines
INFINIT-E ASIA INCORPORATED	Ermita, Manila, Philippines
INFINITE NETWORKS SOLUTIONS INC.	Pasig City, Metro Manila, Philippines
INFO SOURCE-OUT, INC.	Makati City, Metro Manila, Philippines

INFOCOM TECHNOLOGIES, INC.	Makati City, Metro Manila, Philippines
INFOMAX SYSTEMS SOLUTIONS AND SERVICES, INC.	
INFORMATICS COMPUTER INSTITUTE - SAMPALOC CAMPUS	Manila, Philippines
INFORMATION TECHNOLOGY SOLUTIONS INTERNATIONAL, INC.	Quezon City, Metro Manila, Philippines
INFOSERVE INTERNATIONAL INC.	
INFOSOURCE COMPANY, INC.	Quezon City, Metro Manila, Philippines
INFOSTRUCTURE	Makati City, Metro Manila, Philippines
INNERWORKS INTERNATIONAL INCORPORATED	Quezon City, Metro Manila, Philippines
INTEGRATIVE LEARNING INTERNATIONAL PHILS INC.	Quezon City, Metro Manila, Philippines
INTEL MICROELECTRONICS PHILS. INC.	Makati City, Metro Manila, Philippines
INTELLEQUITY CORPORATION	
INTELLIGENT WAVE PHILIPPINES INCORPORATED (IWAVE)	Makati City, Metro Manila, Philippines
INTERACTIVE ART SERVICES (IAS)	Makati City, Metro Manila, Philippines
INTERNATIONAL CENTER FOR MEDICAL TRANSCRIPTION	Cebu City, Cebu, Philippines
INTERNATIONAL SCHOOL FOR MEDICAL TRANSCRIPTION	Cebu, Philippines
INTERNETSYNERGY INFORMATION TECHNOLOGIES	Marikina City, Metro Manila, Philippines
INTI COLLEGE SARAWAK	Malaysia
INVENTASIA LIMITED	Pasig City, Metro Manila, Philippines
IP CONTACT CENTER OUTSOURCING INC. (IPCCO)	Makati City, Metro Manila, Philippines
IQ WEST OUTSOURCE TECHNOLOGIES CORPORATION	Flores, Metro Manila, Philippines
IT ASSOCIATION OF AMERICA (ITAA)	United States of America
IT MANAGERS, INC.	
IT OUTSOURCE, INC.	Makati City, Metro Manila, Philippines
IVANT TECHNOLOGIES & BUSINESS SOLUTIONS INC.	Pasig City, Metro Manila, Philippines
JAPAN EXTERNAL TRADE ORGANIZATION (JETRO)	Makati City, Metro Manila, Philippines

JARDINE SALMAT CORPORATION	Philippines
JBLCF ( AREVALO), INC.- IT TRAINING CENTER	Iloilo City, Iloilo, Philippines
JL BUSINESS SOLUTIONS, INC.	Pasig City, Metro Manila, Philippines
JOBSDB PHILIPPINES INC.	Pasig City, Metro Manila, Philippines
JUPITER SYSTEMS, INC.	Makati City, Metro Manila, Philippines
K-LITE RADIO	Mandaluyong City, Metro Manila, Philippines
KAISA CONSULTING	Quezon City, Metro Manila, Philippines
KANZEN SOLUTIONS	Quezon City, Metro Manila, Philippines
KAPE AT INTERNET, INC.	Guimaras, Philippines
KELPHIL INC.	Pasig City, Metro Manila, Philippines
KINEMATIC STUDIOS	Quezon City, Metro Manila, Philippines
KWIKRELEASE STUDIOS	Davao City, Davao Del Sur, Philippines
LADY LUCK DIGITAL MEDIA	Makati City, Metro Manila, Philippines
LAND TRANSPORTATION OFFICE	Quezon City, Metro Manila, Philippines
LANE SYSTEMS, INC.	Davao Del Sur, Philippines
LATTICE NETWORKS	San Juan, Metro Manila, Philippines
LEGACY SKILLS DEVELOPMENT CENTER INC.	Paranaque City, Metro Manila, Philippines
LEVEL UP! INC.	Makati City, Metro Manila, Philippines
LINK2SUPPORT INC.	Quezon City, Metro Manila, Philippines
LIVEIT SOLUTIONS	Makati City, Metro Manila, Philippines
LOAD.COM.PH CORP	Pasig City, Metro Manila, Philippines
LOCAL GOVERNMENT UNIT OF CAGAYAN DE ORO CITY	Cagayan De Oro City, Misamis Oriental, Philippines
M2M WIRELESS TECH CORPORATION	Metro Manila, Philippines
MAGICALOGIC CONSULTANCY SYSTEMS	
MAKATI BUSINESS CLUB	Makati City, Metro Manila, Philippines
MANNASOFT TECHNOLOGY	Makati City, Metro Manila, Philippines

MAPUA I.T. CENTER	Makati City, Metro Manila, Philippines
MECORP MEDIA	India
MED-LEX BUSINESS DATA EXCHANGE CORP.	Quezon City, Metro Manila, Philippines
MEDIA FARM INC.	Malate, Manila, Philippines
MEDICAL TRANSCRIPTION INDUSTRY ASSOC. OF THE PHIL.	Pasig City, Metro Manila, Philippines
MEDICAL TRANSCRIPTION PROFESSIONAL INSTITUTE (MTPI)	Tarlac, Tarlac, Philippines
MEDITRANS ACADEMY	Muntinlupa City, Metro Manila, Philippines
MEDSCRIBE ASIA.COM	Pasig City, Metro Manila, Philippines
MEDTRANSCRIBE PHILIPPINES, INC.	Malate, Manila, Philippines
MEGA DATA CORPORATION	Mandaluyong City, Metro Manila, Philippines
MEGA GROUP OF COMPANIES	Mandaluyong City, Metro Manila, Philippines
MEGAWORLD CORPORATION	Makati City, Metro Manila, Philippines
MGE UPS SYSTEMS PHILS., INC.	Makati City, Metro Manila, Philippines
MICOM DIGITAL TECH SYSTEMS INC.	Quezon City, Metro Manila, Philippines
MICOM TECH CORP.	Quezon City, Metro Manila, Philippines
MICRODATA SYSTEMS AND MANAGEMENT, INC.	Makati City, Metro Manila, Philippines
MICRONET SOFTWARE MANILA, INC.	Makati City, Metro Manila, Philippines
MICROSOFT PHILIPPINES, INC.	Makati City, Metro Manila, Philippines
MILLENIUM BUSINESS SERVICES, INC	Makati City, Metro Manila, Philippines
MISNET EDUCATION, INC.	Makati City, Metro Manila, Philippines
MISNET EDUCATION, INC. - ARENA MULTIMEDIA	Makati City, Metro Manila, Philippines
MISYS INTERNATIONAL BANKING SYSTEMS, INC.	
MOWELFUND FILM INSTITUTE	Quezon City, Metro Manila, Philippines
MOZCOM	Makati City, Metro Manila, Philippines
MOZTRANSCRIPTION INC.	Davao City, Davao Del Sur,

	Philippines
MSI-DIGILAND PHILS. INC.	Quezon City, Metro Manila, Philippines
MT BRAINS, INC.	Paranaque City, Metro Manila, Philippines
MT LINK ASIA INC.	Cebu City, Cebu, Philippines
MTC ACADEMIES OF BATANGAS, INC	Batangas City, Batangas, Philippines
MTC ACADEMY	Makati City, Metro Manila, Philippines
MULTI-SCRIBE GLOBAL OUTSOURCING INC.	Quezon City, Metro Manila, Philippines
MULTISERV	Las Pinas City, Metro Manila, Philippines
MUSTARD SEED SYSTEMS CORPORATION	Pasig City, Metro Manila, Philippines
N-ABLER COMMUNICATIONS	Makati City, Metro Manila, Philippines
N-PAX CEBU CORPORATION	Mandaue City, Cebu, Philippines
NATIONAL BUREAU OF INVESTIGATION	Ermita, Manila, Philippines
NATIONAL COMPUTER CENTER	Quezon City, Metro Manila, Philippines
NATIONAL STATISTICS OFFICE	Sta. Mesa, Manila, Philippines
NATIONLINK NETWORK CORPORATION	Makati City, Metro Manila, Philippines
NAVEL ACADEMY OF DIGITAL ARTS	Las Pinas City, Metro Manila, Philippines
NAVEL PRODUCTIONS	Las Pinas City, Metro Manila, Philippines
NAVIGATOR SYSTEMS	Makati City, Metro Manila, Philippines
NEC TELECOM SOFTWARE PHILS. INC.	Cebu City, Cebu, Philippines
NEW HORIZONS LEARNING CENTERS, PHILIPPINES	Makati City, Metro Manila, Philippines
NEXUS COMMUNITY	Makati City, Metro Manila, Philippines
NEXUS TECHNOLOGIES INC.	Makati City, Metro Manila, Philippines
NG KHAI DEVELOPMENT CORPORATION	Cebu City, Cebu, Philippines
NGC ANIMATION	Metro Manila, Philippines
NIHON SOFTWARE OUTSOURCING VISION INCORPORATED (NSOV)	Makati City, Metro Manila, Philippines
NORTHERN TRANSCRIPTION INC.	Cebu City, Cebu, Philippines
NTH GEOGRAPHICAL SERVICES	Davao Del Sur,

OC ANIMATION STUDIO	Pasig City, Metro Manila, Philippines
ONLINE INTERACTIVE COMMUNICATIONS CO.	Makati City, Metro Manila, Philippines
ONLINKS MEDIA CO.	Pasig City, Metro Manila, Philippines
OPTEL LIMITED	Pasig City, Metro Manila, Philippines
OPTIMUM TRANSSOURCE, INC.	Makati City, Metro Manila, Philippines
OPTISERVE TECHNOLOGIES INC.	Quezon City, Metro Manila, Philippines
ORACLE PHILIPPINES, INC.	
OUILLOW ENTERPRISE DEVELOPERS COMPANY	Quezon City, Metro Manila, Philippines
OUR LADY OF FATIMA UNIVERSITY	Valenzuela City, Metro Manila, Philippines
OUR LADY OF THE ROSARY MEDTRANS SYSTEMS INC.	Quezon City, Metro Manila, Philippines
OUTSOURCE2PHILIPPINES INC.	Makati City, Metro Manila, Philippines
PACIFIC GLOBAL OUTSOURCE SOLUTIONS INC.	Cebu City, Cebu, Philippines
PAN PACIFIC COMPUTER CENTER, INC.(PPCC)	Manila, Philippines
PANGASINAN PROVINCIAL GOVERNMENT	Lingayen, Pangasinan, Philippines
PC 911 SERVICES, INC.	Cebu City, Cebu, Philippines
PEOPLE SUPPORT PHILIPPINES	Makati City, Metro Manila, Philippines
PEOPLE2OUTSOURCE	Pasig City, Metro Manila, Philippines
PERFORMANCE ADVANTAGE SYSTEMS INTL	Makati City, Metro Manila, Philippines
PHILDATA INTERNATIONAL TRANSCRIPTION INC (PITI)	Makati City, Metro Manila, Philippines
PHILEXCEL BUSINESS PARK INC.	Clark Fields, Pampanga, Philippines
PHILIPPINE COSMO COMPUTER BUSINESS CO., LTD.	Makati City, Metro Manila, Philippines
PHILIPPINE GRAPHIC PUBLICATIONS INC.	Makati City, Metro Manila, Philippines
PHILIPPINE LONG DISTANCE TELECOMMUNICATION	Makati City, Metro Manila, Philippines
PHILIPPINE MULTI-MEDIA SYSTEM, INC. / DREAM VSAT	Makati City, Metro Manila, Philippines
PHILIPPINE SOFTWARE INDUSTRY ASSN OF THE PHILS (PSIA)	Makati City, Metro Manila, Philippines

PHILIPPINES GUILD OF DIGITAL TECHNOLOGY	Makati City, Metro Manila, Philippines
PHILIPPINES ONLINE / INFODYNE	Philippines
PHOENIX ONE KNOWLEDGE SOLUTIONS	Makati City, Metro Manila, Philippines
PILIPINAS DATA CONTRACTS CORPORATION	Baguio City, Benguet, Philippines
PILIPINAS TELESERV, INCORPORATED	Quiapo, Manila, Philippines
PINOYGSM	Quezon City, Metro Manila, Philippines
PINOYMAIL CORPORATION	Pasig City, Metro Manila, Philippines
PIVOTAL TECHNOLOGIES, INC.	Makati City, Metro Manila, Philippines
PIXELWEAVER WEB STUDIO	Philippines
PLDT BUSINESS SOLUTIONS	Makati City, Metro Manila, Philippines
POINTWEST TECHNOLOGIES CORPORATION	Makati City, Metro Manila, Philippines
POWERPRO SOFTWARE SOLUTIONS	Cebu City, Cebu, Philippines
PRIME SOFTWARE (WWW.PRIMESOFT.PH)	Cebu City, Cebu, Philippines
PROPLE BPO INC.	Makati City, Metro Manila, Philippines
PROVIDENT COMPUTER CONSULTANTS, INCORPORATED	Makati City, Metro Manila, Philippines
PROVINCIAL GOVERNMENT OF BATAAN	Balanga, Bataan, Philippines
PROVINCIAL GOVERNMENT OF BULACAN	Malolos, Bulacan, Philippines
PROVINCIAL GOVERNMENT OF LEYTE	Tacloban City, Leyte, Philippines
PSICOM PUBLISHING INC./ PHILIPPINE IT UPDATE	Quezon City, Metro Manila, Philippines
PUKAW PRODUCTIONS	Makati City, Metro Manila, Philippines
PUP ICT CENTER	Sta. Mesa, Manila, Philippines
Q2 HR SOLUTIONS	Makati City, Metro Manila, Philippines
QUESTECH INDIA LTD	India
QUISUMBING TORRES	Metro Manila, Philippines
QUORUS CONCEPTS AND DESIGNS	Quezon City, Metro Manila, Philippines
RADIX SYSTEMS SERVICES CORPORATION	Mandaluyong City, Metro Manila, Philippines
RAPID DATA SERVICES	Quezon City, Metro Manila, Philippines
RCG INFORMATION TECHNOLOGY, (PHILS) INC.	Makati City, Metro Manila,

	Philippines
REDBANK CONCEPTS	Langing Handa, Metro Manila, Philippines
RELOCATE INTERNATIONAL	Mandaluyong City, Metro Manila, Philippines
RG FINANCIAL SERVICES LTD. (PHILIPPINES), INC.	Pasig City, Metro Manila, Philippines
RIPPLE E-BUSINESS INTERNATIONAL INC.	Pasig City, Metro Manila, Philippines
ROADRUNNER NETWORK	Makati City, Metro Manila, Philippines
ROYAL INSTITUTE OF HIGHER EDUCATION, INC.	Malate, Manila, Philippines
S.M.A.R.T. TECHNOLOGIES, INCORPORATED	Makati City, Metro Manila, Philippines
SAFARI CYBERWORKS, INC.	Manila, Metro Manila, Philippines
SAFEWAY PHILTEC INC.	
SAGE CORPORATION - INTERNET GAMING	Makati City, Metro Manila, Philippines
SAMCOM TECHNOLOGY SPECIALIST INC.	Makati City, Metro Manila, Philippines
SANDZ SOLUTIONS (PHILS.), INC.	Makati City, Metro Manila, Philippines
SAVANT TECHNOLOGIES, INCORPORATED	Sta. Cruz, Manila, Philippines
SECOMP INTERNATIONAL	Paranaque City, Metro Manila, Philippines
SEER TECHNOLOGIES, INC.	
SENCOR	Makati City, Metro Manila, Philippines
SEVEN ANIMATION CREATIVE STUDIO INC. SEVEN	Quezon City, Metro Manila, Philippines
SM E VENTURS, INC.	Pasig City, Metro Manila, Philippines
SM ISERVICE	Pasig City, Metro Manila, Philippines
SMART COMMUNICATIONS, INC.	Makati City, Metro Manila, Philippines
SMAU	Italy
SOLUZIONA PHILIPPINES	Quezon City, Metro Manila, Philippines
SPI	Paranaque City, Metro Manila, Philippines
SPI HEALTHCARE DOCUMENTATION	Paranaque City, Metro Manila, Philippines
SPI LITIGATION DIRECT INC.	Paranaque City, Metro Manila,

	United States
SPI PUBLISHER SERVICES	Philippines
SPI SERVISOFT	Paranaque City, Metro Manila, Philippines
SPI TRANSACT	United States of America
SPICEWORX CONSULTANCY	
SPINWEB, INC	Makati City, Metro Manila, Philippines
SQL WIZARD INC.	Makati City, Metro Manila, Philippines
STAG PHILIPPINES, INC	Quezon City, Metro Manila, Philippines
STRATEGIC SYSTEMS & INFORMATION PROFESSIONALS(SSIP) ASIA INC	
STRATPOINT TECHNOLOGIES	Makati City, Metro Manila, Philippines
STRUCTURED ENERGY SYSTEMS CORPORATION	Makati City, Metro Manila, Philippines
STUDIO D	Pasig City, Metro Manila, Philippines
SUBIC BAY METROPOLITAN AUTHORITY	Olongapo City, Zambales, Philippines
SUMMIT TECHNOLOGIES, INC.	Pasig City, Metro Manila, Philippines
SUN CELLULAR	Quezon City, Metro Manila, Philippines
SUN MICROSYSTEMS	Makati City, Metro Manila, Philippines
SURF SHOP INC.	Makati City, Metro Manila, Philippines
SVI INFORMATION SERVICES CORPORATION	Pasig City, Metro Manila, Philippines
SYBASE SOLUTIONS CORPORATION	
SYMPHONY CONSULTING	Quezon City, Metro Manila, Philippines
SYSTEMA COMPUTER SOLUTIONS CORPORATION	Quezon City, Metro Manila, Philippines
SYSTEMS ARCHITECTS	Makati City, Metro Manila, Philippines
SYSTEMS GENERATORS PHILIPPINES, INC. (SYSGEN)	Makati City, Metro Manila, Philippines
SYSTEMS TECHNOLOGY INSTITUTE, INCORPORATED	Makati City, Metro Manila, Philippines
TAKE ONE ANIMATION STUDIO, INC.	Quezon City, Metro Manila, Philippines

TAVINA INTERNATIONAL	United States of America
TEAMASIA	Mandaluyong City, Metro Manila, Philippines
TECH-ENGINEER.COM CORPORATION	Malate, Manila, Philippines
TELETECH HOLDINGS, INC.	Pasay City, Metro Manila, Philippines
TELIGENT SYSTEMS, INC.	
TEXT SWITCH UNLIMITED, INC.	Naga City, Camarines Sur, Philippines
THE CANADIAN TRADE COMMISSIONER SERVICE	Makati City, Metro Manila, Philippines
THE STUDIO OF SECRET6, INC.	Pasig City, Metro Manila, Philippines
TIN CAN MOBILE SOLUTIONS CORP.	San Juan, Metro Manila, Philippines
TITANIUM TECHNOLOGIES	Philippines
TOEI ANIMATION PHILS., INC	Quezon City, Metro Manila, Philippines
TOON CITY ANIMATION STUDIO INC.	Mandaluyong City, Metro Manila, Philippines
TOP OUTSOURCE PERFORMANCE, INC.	Baguio City, Benguet, Philippines
TOP PEG ANIMATION AND CREATIVE STUDIO, INC.	Las Pinas City, Metro Manila, Philippines
TOTAL TRANSCRIPTION SOLUTIONS, INC. (TTSI)	Quezon City, Metro Manila, Philippines
TRANS-CENTRAL	Binondo, Manila, Philippines
TRANSCODE ONE SOLUTIONS CORP.	Gen. Santos City, South Cotabato, Philippines
TRANSCRIPTION RESOURCE CENTER, INC.	Makati City, Metro Manila, Philippines
TRANSCRIPTIONWORLD OUTSOURCE	Caloocan, Manila, Philippines
TRANSKRIPSYO, INC.	Pasig City, Metro Manila, Philippines
TRANSNATIONAL E-BUSINESS SOLUTIONS	Manila, Philippines
TRANSPROCURE CORPORATION	Makati City, Metro Manila, Philippines
TRENDS & TECHNOLOGIES INC.	Makati City, Metro Manila, Philippines
TRG PHILIPPINES INC.	Pasig City, Metro Manila, Philippines
TRX GLOBAL CORP.	Makati City, Metro Manila, Philippines
TSUKIDEN SOFTWARE TECHNOLOGIES INC.	Pasig City, Metro Manila, Philippines

U-BIX CORP.	Makati City, Metro Manila, Philippines
U.P. JAVA RESEARCH & DEVELOPMENT CENTER	Quezon City, Metro Manila, Philippines
U.S. COMMERCIAL SERVICE	Makati City, Metro Manila, Philippines
UBIQUITOUS TECHNOLOGIES PHILIPPINES, INC.	Makati City, Metro Manila, Philippines
UK COMPUTER DESIGN AND ANIMATION (UNANG KUMpanyA)	Mandaluyong City, Metro Manila, Philippines
UK TRADE AND INVESTMENT - BRITISH EMBASSY MANILA	Makati City, Metro Manila, Philippines
UNANG KUMpanyA (UK)	Pasig City, Metro Manila, Philippines
UNI-STAR BUSINESS SYSTEM	Binondo, Manila, Philippines
UNIVOICESAL PRODUCTIONS	Makati City, Metro Manila, Philippines
UP DILIMAN DEPARTMENT OF COMPUTER SCIENCE	Quezon City, Metro Manila, Philippines
VANTAGE INFORMATION SERVICES, INCORPORATED	Makati City, Metro Manila, Philippines
VERITAS SYSTEM SOLUTIONS, INC.	Pasig City, Metro Manila, Philippines
VINTA SYSTEMS	Makati City, Metro Manila, Philippines
VIPER TECHNOLOGIES, INC.	Pasig City, Metro Manila, Philippines
VIRTUAL ASSISTANTS PHILIPPINES, INC.	Makati City, Metro Manila, Philippines
VIRTUAL-FAIRS.COM CORPORATION	Makati City, Metro Manila, Philippines
VITALINK MARKETING SERVICES	Pasig City, Metro Manila, Philippines
VIVENTIS SEARCH ASIA	Quezon City, Metro Manila, Philippines
VOIP GLOBAL INC.	Pasig City, Metro Manila, Philippines
WATSON WYATT PHILIPPINES, INC.	Makati City, Metro Manila, Philippines
WEBFOCUS SOLUTIONS, INC.	Quezon City, Metro Manila, Philippines
WEBWORKS OS, INC.	Quezon City, Metro Manila, Philippines
WESERV SYSTEMS INTERNATIONAL, INC.	Bonifacio, Manila, Philippines
WIDEOUT TECHNOLOGY SERVICES INC.	Makati City, Metro Manila, Philippines

WINSOURCE SOLUTIONS, INC.	Metro Manila, Philippines
WIRELESS WORKS, INC.	Pasig City, Metro Manila, Philippines
WOLFPAC COMMUNICATION INC.	Makati City, Metro Manila, Philippines
WOODPECKER INTEGRATED STUDIO, INC	Makati City, Metro Manila, Philippines
WORKCENTRIC SOLUTIONS CONSULTING INC.	Pasig City, Metro Manila, Philippines
WORLD CITI COLLEGES	Quezon City, Metro Manila, Philippines
WS COMPUTER PUBLISHING CORP.	Makati City, Metro Manila, Philippines
XSYS INC.	Muntinlupa City, Metro Manila, Philippines
XTENSYON PHILS., INC.	Mandaluyong City, Metro Manila, Philippines
XYNET COMMUNICATION SOLUTIONS, INC.	Makati City, Metro Manila, Philippines
YES I.T. CORPORATION	Makati City, Metro Manila, Philippines
ZZUBO SYSTEMS	Cebu City, Cebu, Philippines