



## Agenda

- I. Company Profile**
- II. Stefanini Internationalization Strategy**
- III. Main Challenges of Internationalization Process**

## Stefanini Profile

- Stefanini offers the following IT services: managed outsourcing; software integration; application development; offshore and onshore outsourcing platforms; project management services and consulting.
- Stefanini offers IT solutions to various sectors, having developed expertise in financial services, telecommunications, manufacturing, oil & gas, energy & utilities, among others.

## Financials

- 2010 Global revenues: 460M USD
- 100% Debt free, always with positive cash flow operations
- CAGR of 29% over the last 10 years

## Human Resources

9,500  
EMPLOYEES

HIGH RETENTION RATE



## Master Global Service Agreements



## Sample Clients – Over 350 Active Clients



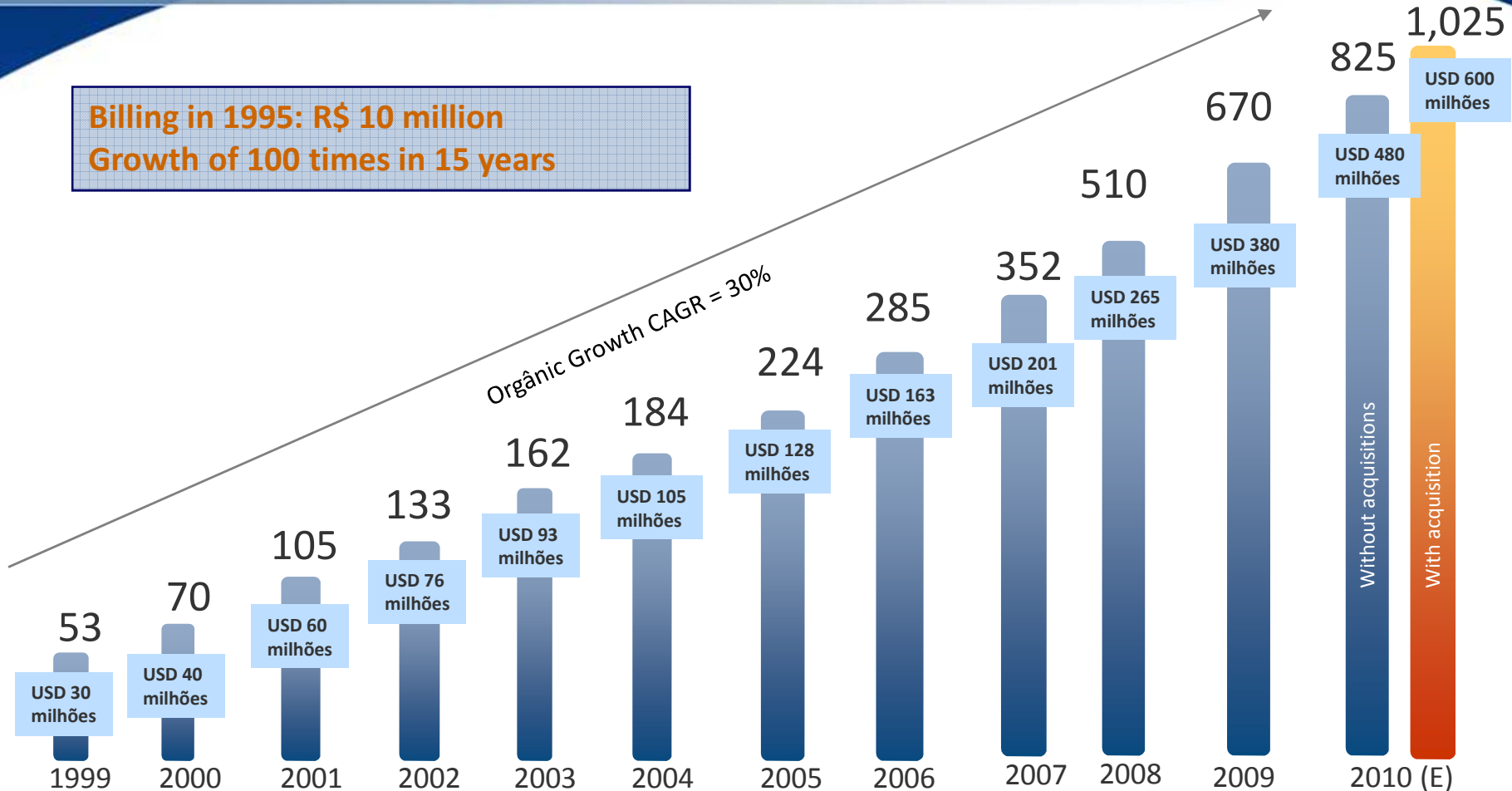
# Stefanini Offering “end to end”

## Process consulting, package selection, deployment, outsourcing and BPO

	Solutions	Technology	Process
<p><b>Outsourcing</b></p>	<p><b>Aplicação</b>            Gerenciamento de sistemas            Gerenciamento sob demanda            Manutenção corretiva            Projetos sob demanda</p>	<p>Infrastructure            Service Desk            Data Center administration            Security Management            Printer Administration</p>	<p>BPO – Business Process            Back office Services            Customer Support Services</p>
<p><b>Integration and Software Development</b></p>	<p>System Integration            System Integration and Development            Netweaver XI            SOA – Service Oriented Architecture            Web Services ; Portal ; Mobility            Content Management            BPM – Business Process Management</p>	<p>Infrastructure Integration            Networking            Logical Infrastructure            Sites interconnection            Mobility</p>	<p>Enterprise Integration            Warehousing &amp; Transportation            Logistic Automation            Strategic Sourcing &amp; Procurement</p>
<p><b>Consulting Business</b></p>	<p>Enterprise Solutions            SAP Implementation; Enhancements            Upgrade; Archiving; Reports            Supply Chain Management            E-procurement            Business Intelligence BW; SEM            SAP Analytics; Project Portfolio Mgmt</p>	<p>Technology Solutions            IT Governance            Infrastructure Assessment &amp; Diagnostic</p>	<p>Vertical Solutions            Banking            Insurance            Oil &amp; Gas            Telecom            Manufacturing</p>

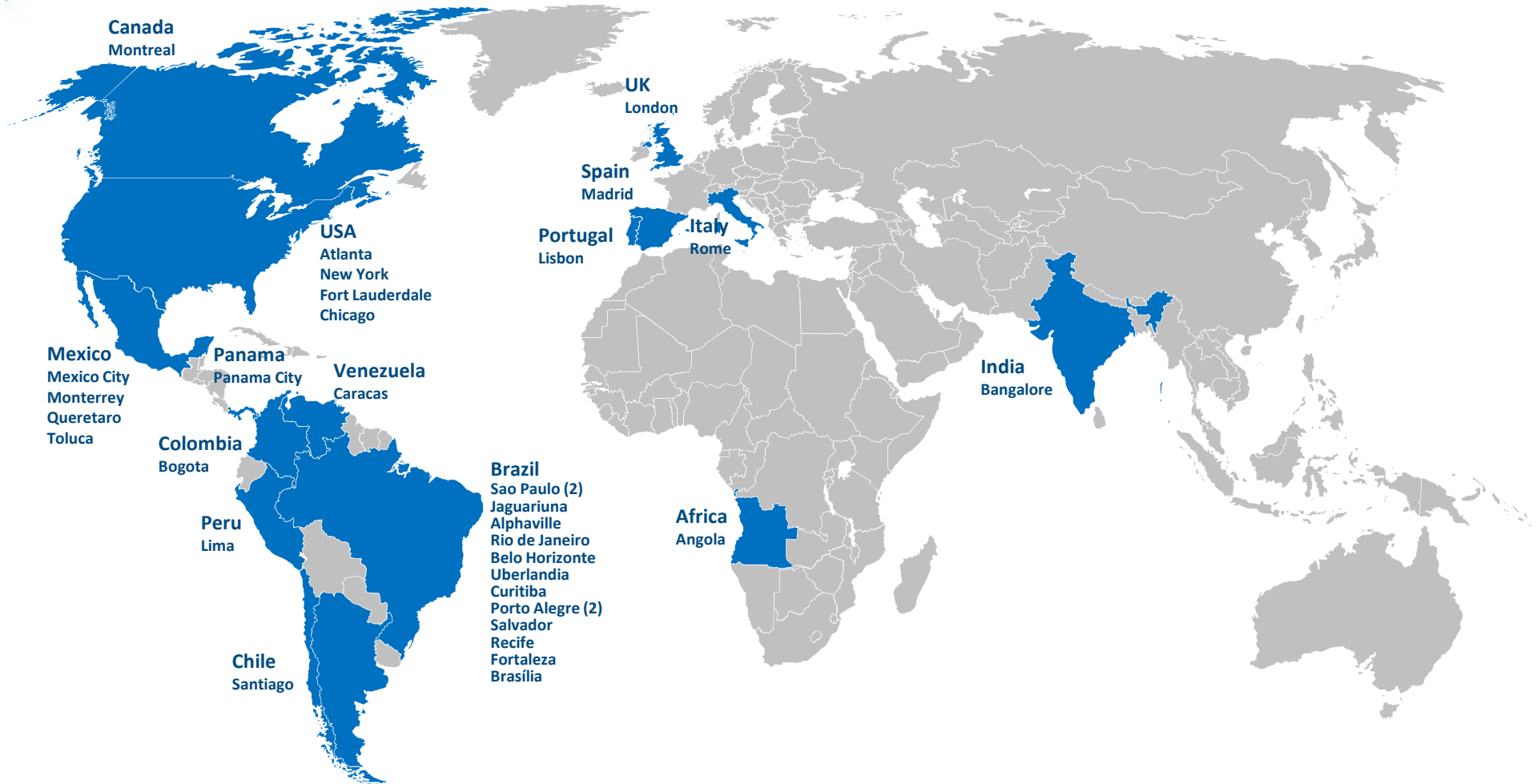
# Stefanini: Revenue Organic Growth

**Billing in 1995: R\$ 10 million**  
**Growth of 100 times in 15 years**



- > Billing in on-going growth  
From 1992 through 2001 – annual average of 45%
- > Always profitable, having a very healthy cash flow
- > International operations accounted for 22% of the grand total in 2009
- > Acquisitions are forecasted for the year 2010

# Global Footprint

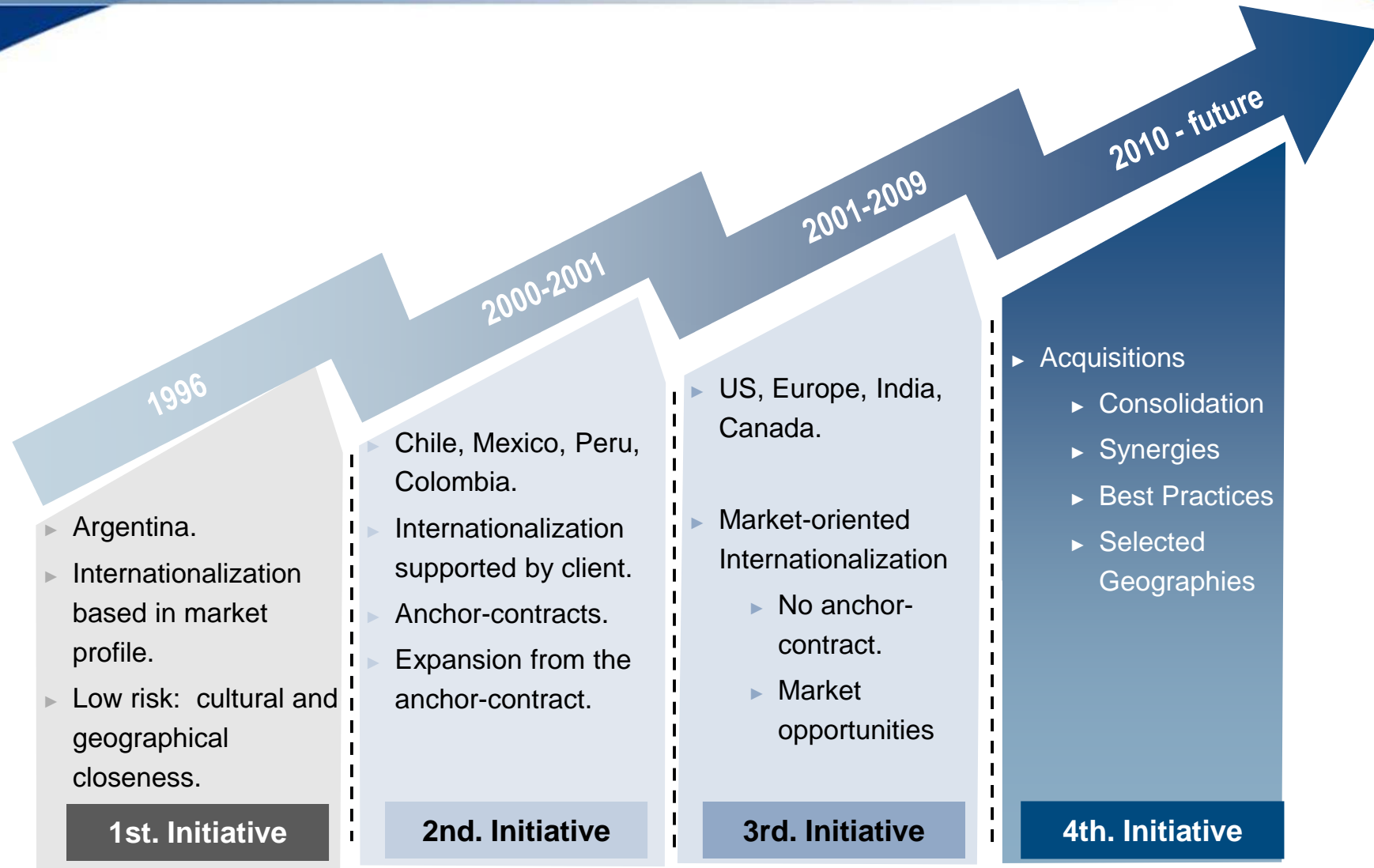


## Stefanini Internationalization Process

- Objective is to become a global IT service provider.
- Development of a global offering, with alternative delivery centers.
- Risk mitigation and defense against global competitors
- Two main pillars: **New Markets and Consolidation.**



# Stefanini Internationalization Process



## Challenges of the Internationalization Process

- **Cultural and Behavioral Aspects:**
  - People
  - Business Practices
- **Differences in Business Processes:**
  - Management Policies
  - Financial & Performance Report
  - Sales Processes
- **Resources**
  - HR/Finance/Logistics

**STEFANINI BUSINESS IS  
BASED ON PEOPLE**

**CULTURAL AND  
BEHAVIORAL ASPECTS  
ARE KEY TO OUR  
SUCCESS**



## The Challenge of Managing People

### People Management is Key:

- Need to have local operations with large base of professionals
- There is no standard industrial process:  
    “Each Mountain is Different”
- Dissemination of Stefanini values
- Respect for local values
- Adaptability and use of best practices
- Decentralized management culture

