OS HRS Growth

Year	2001	2003	2005	2007	2008	2009	2010
Total Transactions	1,350,000	4,100,000	9,300,000	13,500,000	15,000,000	18,000,000	24,000,000
Total Employee	1,000	7,000	13,000	20,000	31,000	53,000	72,000
Total HRS Team	35	70	105	125	145	185	260
% Revenue contribution	5%	13%	27%	51% (27%)	53% (29%)	54% (35%)	60% (38%)
Achievements	▪ **Trusecure** Compliance ▪ 1st country deployed (**Taiwan**) TruSecure	▪ Launch of HR helpdesk application **VHelpdesk** ▪ **Payroll Academy** ▪ **Concur** Regional License Agreement Suite concur EXPENSE service	▪ Launch of **Symphony ESS** ▪ **COPC** – 1st in Malaysia to be awarded **NSS** Compliance ▪ **PeopleSoft** Regional License Agreement COPC ORACLE CERTIFIED PARTNER	▪ **PeopleSoft** Solution Deployment ▪ **SAS 70** certification ▪ **Symphony** restructure (integration of local payroll) SAS 70 PeopleSoft	▪ **ESS** upgrade ▪ **Oracle BPO** agreement ▪ Regional PeopleSoft deployment Symphony ESS POWERED BY ORACLE	▪ **SAS 70** recertification for 2009 ▪ New Operation centres in **India** ▪ New market in EMEA	▪ New Operating centres in China and Europe ▪ Service Expansion: Loan / Benefits / Data Processing ▪ Partner Development Group ▪ Commence Europe Deployment
Country Coverage	▪ Asia Pacific coverage (15 countries)				▪ Asia Pacific + UK	▪ Asia Pacific + UK and EMEA countries	▪ Asia Pacific + Europe coverage
Solution Architecture	▪ Hybrid / Best of Breed	▪ Best in Class (Payroll and Financial Application) ▪ Full ESS / Financial Integration				▪ Hub and Spoke service delivery model (via Japan, India and China centres)	