

GLOBAL SERVICES 2007 CONFERENCE

Driving Business Value Transformation

January 31, 2007 • The Crowne Plaza Hotel • Times Square • New York

Produced By



CMP

United Business Media

CYBER MEDIA



REGISTRATION FORM

Advance Registration: Available through Noon/EST Monday, January 29, 2007

On-Site Registration: Wednesday, January 31, 2007

REGISTRATION:

YES, please register me for the 2007 Global Services Conference.
Indicate discount/priority code from promotional materials, if applicable _____.

ATTENDEE INFORMATION:

(Please print information as you wish it to appear on your badge and other attendee materials.)

Name _____ Job Title: _____
 Organization/Affiliation: _____
 Address: _____
 City: _____ State: _____ Zip: _____ Country: _____
 Phone: _____ Fax: _____
 E-mail: _____

Your email address is required for registration verification and individual. Confirmations must be sent to unique e-mail addresses. For details about the use of the information please read the CMP privacy statement at: <http://www.cmp.com/delivery/privacy.html>

REGISTRATION FEES: (check only one)

- Outsourcing Services Buyer: \$395.00**
End Users With a Current or Future Interest in Outsourcing
- Employed by Multinational Company: \$395.00**
Charged with Oversight of Global Operations/Shared Services
- Outsourcing Service Provider: \$995.00**
IT/BPO/Outsourcing Firms, Consultants, Advisors, Intermediaries

DEMOGRAPHIC INFORMATION:

What is your primary job title? (Please select only ONE)

IS/IT Management

- 4a CIO, CTO
- 4b CSO, CISO
- 4c Executive/Senior Vice President
- 4d Vice President, Director, Manager of E-Business/
E-Commerce
- 4e Director of IT/IS
- 4f Manager of IT/IS
- 4g Supervisor of IT/IS
- 4h Consultant/Systems Integrator
- 4i Other IS Management

Line Of Business/Technology Management

- 4k Vice President
- 4l Director
- 4m Manager
- 4n Business Manager/Financial Systems
Manager/Analyst
- 4o Project Manager/Analyst
- 4p Other Line of Business Technology Management

Corporate/Business Management

- 4r Chairman, CEO, COO, Chief Compliance Officer,
President, Owner, Principal, Partner
- 4s Controller, Treasurer, CFO
- 4t Executive Vice President, General Manager, CMO
- 4u Vice President
- 4v Director
- 4w Manager
- 4x Other Corporate/Business Management

What is the primary business activity performed at your business location?

- 5a Aerospace
- 5b Manufacturing and Process (other than
computer-related)
- 5c Banking
- 5d Financial Services/VC/Accounting
- 5e Insurance
- 5f Real Estate/Legal
- 5g Government (Federal, State, Local, Military)
- 5h Healthcare/Pharmaceuticals/Biotech/Biomedical
- 5i Transportation/Logistics
- 5j Utilities
- 5k Construction/Architecture/Engineering
- 5l Wholesale/Trade/Distribution/Retail (non-computer
related)
- 5m Education
- 5n Agriculture/Mining/Oil/Gas
- 5o Travel/Hospitality/Recreation/ Entertainment
- 5p Media/Marketing/Advertising
- 5q Non-Profit/Trade Associations
- 5r Business Services
- 5s Consulting (non-computer)
- 5t Communications and Computer Related Business
- 5u Other General Business

If you are a customer engaged in Global Services, how are you involved in the purchase or evaluation of Services (Captive/Outsourced/Offshore) for your organization?

(Please select ALL that apply)

- | Captive | Outsourced | Offshore | Captive | Outsourced | Offshore | Captive | Outsourced | Offshore |
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CYBER MEDIA



Which of the following areas is your organization currently or is considering outsourcing/offshoring? (Please select ALL that apply)

- | | | |
|---|--|---|
| <p>Current</p> <input type="checkbox"/> Administration - Records Management/Transcription | <p>Current</p> <input type="checkbox"/> Human Resources - payroll, benefits administration | <p>Current</p> <input type="checkbox"/> Market research |
| <input type="checkbox"/> Call centers - inbound customer service | <input type="checkbox"/> Insurance claims processing | <input type="checkbox"/> Medical/Pharmaceutical field tests |
| <input type="checkbox"/> Call centers - outbound (collections, telemarketing) | <input type="checkbox"/> IT - Application development and maintenance | <input type="checkbox"/> Payment collection |
| <input type="checkbox"/> Contact centers - electronic mail, web customers | <input type="checkbox"/> IT - e-commerce/Internet technology services | <input type="checkbox"/> Printing, design and publishing services |
| <input type="checkbox"/> Customer analytics/Data warehouse | <input type="checkbox"/> IT - End user support | <input type="checkbox"/> Procurement |
| <input type="checkbox"/> Distribution and logistics | <input type="checkbox"/> IT - ERP and CRM implementation/customization | <input type="checkbox"/> Research and Development |
| <input type="checkbox"/> Facilities | <input type="checkbox"/> IT - Helpdesk | <input type="checkbox"/> Sales and marketing |
| <input type="checkbox"/> Finance - Financial reporting and analysis | <input type="checkbox"/> IT - Remote infrastructure management/Data centers | <input type="checkbox"/> Staffing/recruitment |
| <input type="checkbox"/> Finance - General accounting | <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Strategy/Transformation/Consulting |
| <input type="checkbox"/> Finance - Taxes, currency, compliance | | <input type="checkbox"/> Transportation/logistics |
| | | <input type="checkbox"/> None of the above |
| | | <input type="checkbox"/> None of the above, I am a Global Services Provider |

On an estimate, what is the value of work that your organization currently or plans to outsource?

- | | | |
|--|--|---|
| <input type="checkbox"/> \$100 million and above | <input type="checkbox"/> \$10 million to under \$ 25 million | <input type="checkbox"/> \$1 million to under \$5 million |
| <input type="checkbox"/> \$500,000 to under \$1 million | <input type="checkbox"/> \$100,000 to under \$250,000 | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> \$25 million to under \$100 million | <input type="checkbox"/> \$5 million to under \$10 million | |
| <input type="checkbox"/> \$250,000 to \$500,000 | <input type="checkbox"/> Less than \$100,000 | |

Does your organization have a global workforce strategy that involves one or more of these elements?

- | | | |
|--|--|--|
| <input type="checkbox"/> Business operations/offices in countries outside of the U.S. (captives) | <input type="checkbox"/> Customers in countries outside of the U.S. | <input type="checkbox"/> Third party technology service providers in countries outside of the U.S. (ITO) |
| <input type="checkbox"/> Shared services in countries outside of the U.S. (captives) | <input type="checkbox"/> Product suppliers in countries outside of the U.S. | <input type="checkbox"/> None of these, we're strictly domestic |
| | <input type="checkbox"/> Third party business service providers in countries outside of the U.S. (BPO) | |

Conference Break-Out Selection (Please select only ONE for each time)

- | | | |
|--|--|---|
| <p>10:00 am - 10:50 am</p> <input type="checkbox"/> LifeCycle Series Workshop:
Building and Executing a Roadmap
Or
<input type="checkbox"/> Special Topics Panel:
Overcoming BPO Transformation Challenges | <p>1:00 pm - 1:50 pm</p> <input type="checkbox"/> LifeCycle Series Workshop:
Building the Perfect PMO(Program Management Office)
Or
<input type="checkbox"/> Special Topics Panel:
Winning Over Stakeholders | <p>4:00 pm - 5:00 pm</p> <input type="checkbox"/> Social Networking Break Lifeline:
Participants Solving Real World Challenges
Or
<input type="checkbox"/> Executive Exchange
One-On-One meetings with Sponsor Executives |
|--|--|---|

Would you be interested in One-On-One meetings with qualified service providers that you get to choose? Yes No

METHODS OF PAYMENT:

- Check or Money Order (Payable in U.S. funds to: **CMP Media LLC**) Amount enclosed: _____
- Charge: American Express Visa MasterCard
- Card Number: _____ V Code _____ Exp. Date _____
- Billing Address: _____
- City: _____ State: _____ Zip: _____
- Name on Card: _____ Authorizing Signature: _____

CANCELLATION POLICY:

Written cancellations received before January 23, 2007 will be accepted subject to a service charge of \$150. Subsequent cancellations are liable for the full conference registration fee. Substitutions may be made in lieu of cancellation and can occur anytime prior to January 30, 2007 at Noon EST. Please call 877.449.5289.

MORE INFORMATION:

ONLINE: www.globalservicesmedia.com/conference

PHONE: 877.449.5289

FAX: 516.562.5466

MAIL: Send payment (payable to **CMP MEDIA LLC**) and registration form:
CMP CIMS Registration Department
Attn: Irene McCarty
600 Community Drive
Manhasset, NY, 11030