

CIBER Outsourcing Enables Innovation

Today more than 75 percent of companies selectively outsource some IT functions to outside service providers. Outsourcing is a proven strategic way to reduce and control operating costs, improve company focus and gain access to world-class IT capabilities so your organization can concentrate on business innovation.

CIBER has extensive knowledge in application development and infrastructure management, starting with early mainframe applications and growing with the industry to server-based and web-based applications, to applications built in a service-oriented architecture, to those now operating in a cloud environment.

Outsourcing Trends

Four key trends are emerging in the outsourcing arena:

- Clients are looking for more flexibility in how deals are structured and maintained over time.
- Clients are looking at a mix of delivery options for the best value, as they weigh the cost of quality and time to market in exchange for offshore labor arbitrage.
- Outsourcing contracts are leveraging application and infrastructure service providers, to harness the cloud, refresh their business architecture, and manage their service portfolio to improve their customer experiences.
- Single-sourced megadeals are being broken up into more manageable pieces, and vendors are sharing responsibilities in multi-sourced deals.

Unique Solutions

- CIBER provides single source support for the entire solution lifecycle – from enterprise architecture through application development and integration to application management and infrastructure services.
- CIBER offers flexible engagement models that balance local accountability with global delivery based on our clients' specific business needs, risk profile, time- to-value, and total cost of ownership.
- CIBER delivers application services in a distributed delivery model with onsite,

offsite and offshore capabilities, with Global Solution Centers in India, the U.S. and other locations around the world.

During engagement initiation, we use a proprietary analysis tool to assess multiple returns on investment (ROI) scenarios. This establishes the criterion to:

- Manage resources
- Condense timelines
- Reduce costs
- Improve ROI

Comprehensive Outsourcing Services

The wide range of mature, fully customizable service offerings by CIBER meet and exceed client expectations when outsourcing IT services. We are an end-to-end IT services provider backed by nearly four decades of technology experience.

Our outsourcing solutions cover the entire technology domain from mainframe and client/server to Web-based technologies in both applications and infrastructure management. CIBER solutions are robust, scalable, and flexible to accommodate growth and changes in your business environment.

Application Management

At the core of CIBER's Application Management service offering is a proven approach for rapidly assuming responsibility for client operations and



Many of CIBER's clients consider outsourcing large portions of their application portfolios and infrastructure as they seek answers to the following questions:

- How can I improve my focus on business enablement
- How can I maintain flexibility in an outsourcing solution?
- How can I ensure the same or better quality of service for my internal and external customers?
- Can I save money by outsourcing my IT needs?

At CIBER, we recognize the rigorous effort and decision processes our clients must undertake in a highly competitive environment continually changed by new technologies. Our teams manage the day-to-day operations of all or part of your application portfolio and infrastructure to help improve the reliability of mission-critical production applications and control maintenance costs.

providing on-going performance-based application support that is focused on quality, process, accountability and results. Each outsourcing engagement is governed by a service contract that is the combination of a Statement of Work, which defines the scope of the service, and a Service Level Agreement, which defines the objective measure of CIBER's service performance commitments.

Application Services, include:

- User Support (Application Help Desk)
- Maintenance and Enhancement
- Custom Application Development
- Legacy Modernization
- Quality Assurance
- Testing as a Service

Our accelerated transition process, from planning to full operation to transition back to the client at the end of the engagement, enables rapid stabilization of people, process, and technology.

Infrastructure Management

Outsourcing infrastructure and IT operations is a way to stabilize and predict costs. Due to updates, upgrades and outages, infrastructure costs can be inconsistent.

Using CIBER's outsourcing services provides a monthly, known cost that can encompass management, monitoring, maintenance, hosting, call center support and backups. This arrangement allows customers to eliminate worry and better plan their IT budgets.

Because the service provider relationship is governed by a Service Level Agreement (SLA), customers can expect and rely on a pre-defined level of performance. Customers see this as a distinct advantage, as most internal IT service departments are not held to a required level of performance.

Based on our clients' requirements, CIBER can provide infrastructure outsourced services in the areas of:

Technology Solutions:

- Network
- Server
- Storage
- Security
- Desktop

Service Desk Solutions:

- Help Desk and Call Center
- Data Center Hosting
- Monitoring and Management
- Maintenance and Systems Support

Learn More

Call us at 800-242-3799 and ask for our Outsourcing Practice or visit www.ciber.com.

Benefits of Outsourcing with CIBER

CIBER's extensive experience in outsourcing, which spans more than 25 years, translates to higher productivity, lower costs and accelerated return on investment.

Our approach ensures that your engagements are staffed with people who have best practice experience, are well trained and are coached for the specific engagement.

CIBER has helped clients achieve significant cost savings (25 percent to 45 percent is not unusual) and service level improvements (10 to 15 percent). Over a three to five-year period, these results produce a significant and sustained return on investment.

About CIBER, Inc.

CIBER, Inc. is a global information technology consulting, services and outsourcing company applying practical innovation through services and solutions that drive tangible results for both commercial and government clients.

CIBER addresses key vertical industry markets by combining in-depth industry knowledge with a solid track record of delivery. We design and build solutions collaboratively with our clients, leveraging our strategic alliances with market-leading software and technology suppliers around the world.

Founded in 1974, CIBER has more than 8,500 employees and operates in 19 countries, serving clients in North America, Europe and Asia/Pacific. Traded on the New York Stock Exchange, CIBER (NYSE: CBR) has annual revenue of more than \$1.1 billion.

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Practical **Innovation.**

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