



Customer Engagement Models

**Your Results.
Our Commitment.**



We work with you to develop a business model that fits well for each individual business demand. Many clients have found our models work well for their business. Many would like to mix them or add parameters to control risks and rewards. Please do not forget to ask about our cost analysis. Our clients find the analysis customized for their unique business demand very helpful.

- ◆ On-site Resource Augmentation
- ◆ Offshore Dedicated Center
- ◆ Fixed Price/Fixed Time
- ◆ Time and Materials
- ◆ Build-Operate-Transfer (BOT)
- ◆ Modularized Hybrid

■ On-site Resource Augmentation

3Nexus technical or project management teams can work at the client's site for requirement analysis, system deployment, business process observation and learning. This approach helps 3Nexus resource and client to build rapport and support for one another, making the collaboration more effective. The model is also used to build a bridge for the engineering team that will then transfer the knowledge to a larger Vietnamese team supporting the client.

■ Offshore Dedicated Center

This model is similar to the Time and Materials in term of billing method. However, this will benefit clients with long term outsourcing program by lower cost and higher employee retention rate. The client is provided with dedicated resources that work exclusively for the client. Client has complete control of the tasks they would like 3Nexus consultants to do. The consultants could be software engineers, database or network admin, quality assurance engineers, and/or project managers.

■ Fixed Price/Fixed Time

Our clients are assured of project completion at a fixed price and a fixed date for delivery. Project scope must be clearly defined. Deliverables, costs, and schedule must be well documented. 3Nexus provides strong project management to ensure the project meets the quality within budget and schedule.

With this approach, our clients can save tremendously on project management cost at reduced risks of overall cost and schedule. Time and Materials

3Nexus provides highly competent consultants to work on client's projects. Though cost, schedule, and scope constraints are well managed and controlled, there is flexibility in balancing these factors to achieve the client's business objectives. In this model, clients and 3Nexus resources extensively collaborate together for the common goals. Clients pay periodically for the time and materials that 3Nexus resources spend on its clients' projects.

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■ Build-Operate-Transfer (BOT)

Clients interested in having a subsidiary entity in Vietnam can choose this approach. First 3Nexus builds up a team that proves to perform and operate the client's business efficiently. Once the team efficiency level is well established and it can independently operate with minimal supervision from 3Nexus, we will transfer the ownership and management to the client.

This model comprises of three parts:

Build: 3Nexus establish the offshore team with inputs from client.

Operate: 3Nexus and client collaborate to build up the business skill-set for the offshore team to efficiently operate the client's business.

Transfer: 3Nexus transfer the ownership and management of the well established offshore team to the client.

■ Modularized Hybrid

Our clients reap the advantage of this hybrid model of the Fixed Price/Fixed Time and Time and Material approaches. While the Time and Materials engagement will provide the opportunity for the clients and 3Nexus to develop detailed requirement specifications and project plan, the Fixed Price/Fixed Time engagement will assure their critical delivery date within their predefined budget. Clients have precision and flexibility in mixing cost, risk, and control with respect to each stage or task of an implementation.



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