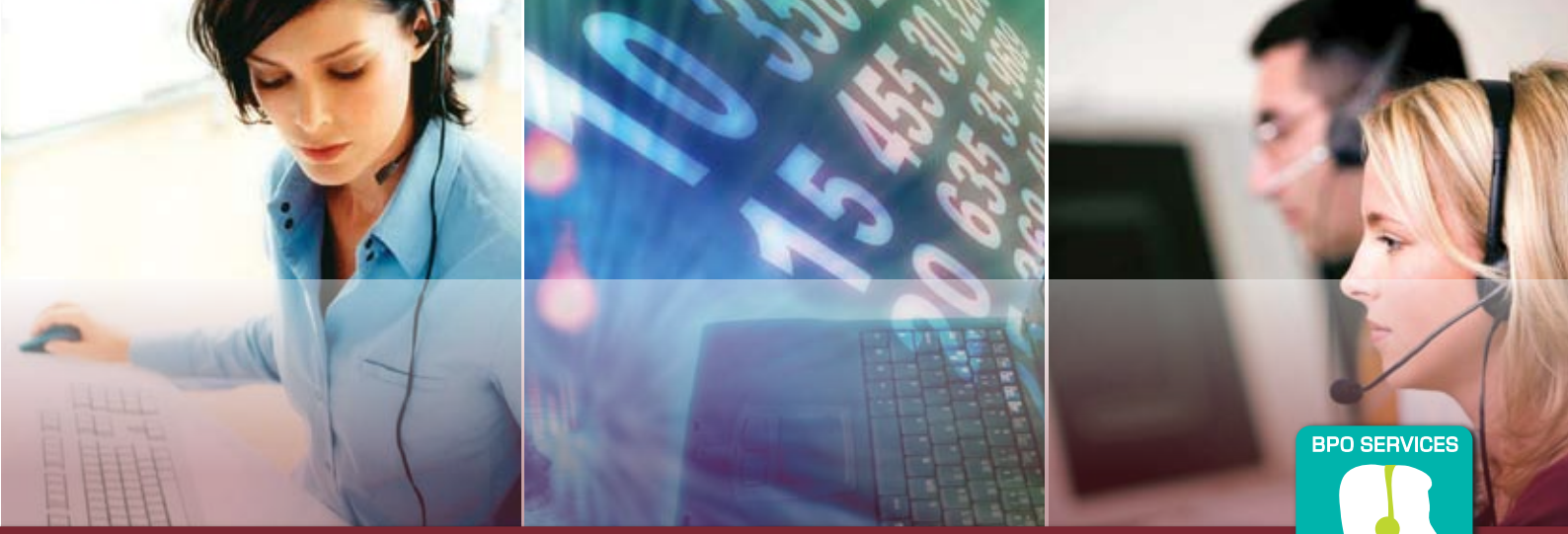


BPO SERVICES

DATABASE AND PROFILING SYSTEM

ORGANIZED INFORMATION: Key to Success

Information is the key to success in today's business. Success of the Business Development efforts largely depends on being at the right place; at the right time and meeting the right people. Corporate use various databases to obtain the information about the customers, suppliers and competition. In the new millennium, online databases have become an indispensable tool in sales, marketing and procurement functions.

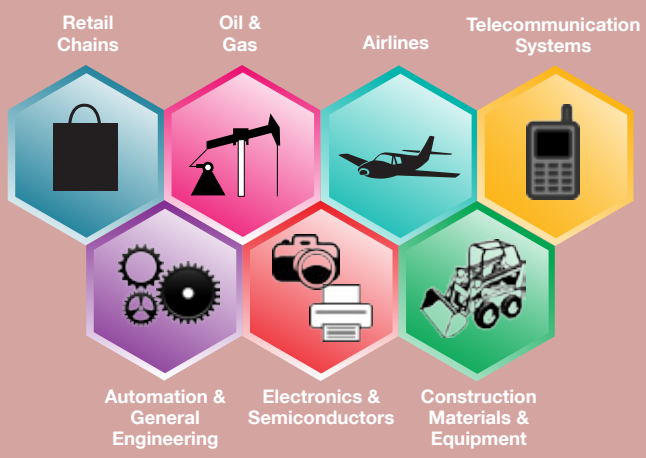
DATABASE COLLATION: Tasking Exercise

Updating company information in the database is a monumental exercise of information gathering.This involves advanced web search, telephonic calls, follow up and updating as per the template. The shear volume of work involved requires huge amount of resources viz. manpower and infrastructure, and above all, the race against time, to finish the exercise. In light of these difficulties, database service providers are exploring ways to compile the information simultaneously, trying harder to ensure quality of the information.

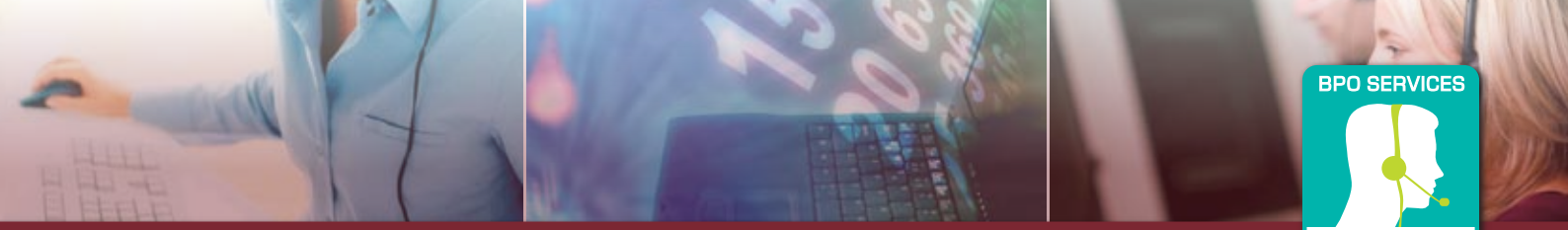
OUTSOURCING SOLUTIONS

Database service providers have been striving hard to serve the market requirement and to forge ahead of competition. Knowledge Process Outsourcing (KPO) is the much awaited solution for database service providers for data collation exercise. Through KPO, database service providers can outsource their data collection processes like web search, calls to companies, data entry and preparation of corporate profiles. This would help the service providers to deploy their resources in a more effective manner and cater to the market on time. The database companies can focus more on core activities like business development, quality control, value-added services and Client servicing.

CGC BPO EXPERTISE DOMAINS



- Our team consists of Engineers, MBAs and has vast research experience in Industrial Products
- Experience in dealing with reserach studies for leading companies and industry giants
- Good experience in handling Database Development, Updating and Profiling Services for Industrial Market Research Companies, Industry Associations and Public Utility Service Providers



BPO SERVICES

DATABASE AND PROFILING SYSTEM

CGC BPO OFFERINGS

CGC BPO's market research team offers a wide spectrum of database development and updating services along with company

INDUSTRY DATABASE	Database of manufacturers and suppliers of equipment, products and services. The database would comprise of company information, product range and contact details.
COMPANY PROFILES	Create customized profiles for the existing Clients, targeted new customers, prospective suppliers, competitors, channel partners and, existing and short-listed vendors.

BUSINESS BENEFITS

CGC's database management services ensure not only cost arbitrage for the Client but also an effective utilization of resources. It also enables the Client to focus on its core business development activities. The benefits are:

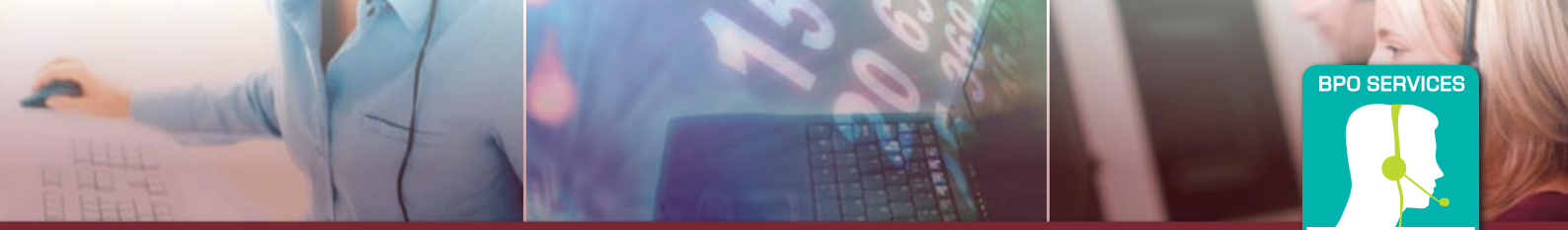
- Effective utilization of resources and infrastructure
- Significant savings on time and cost
- Focus on core activities like business development, procurement, quality control and Client servicing
- Deploy resources on value-added services to Clients
- Stay ahead of competition in service offerings and competitive pricing

CGC ADVANTAGE

- Experienced managerial team
- Talented and well -trained resource pool
- Diverse vertical knowledge
- Well -defined processes and methodologies
- Alacrity in client servicing
- Trusted partner for critical and confidential solutions

ILLUSTRATED TEMPLATE FOR CORPORATE PROFILES

COMPANY PROFILE	Year of Inception, Manufacturing Locations, Collaborators/ Partners, Sales Turnover
PRODUCT INFORMATION	Product Mix, Specifications, List Price (F.O.B), Packaging Details
MANUFACTURING	Annual Production Capacity, Actual Production, Capacity Expansion Plans
INFRASTRUCTURE	Installed Machinery, IT Hardware and Design Software
MANPOWER	Employee strength in Production, Design and Development
CERTIFICATIONS / LICENSES	Quality Certifications, Manufacturing Technology License Agreements
CUSTOMER PROFILE	Major Customers and Products supplied to them, Testimonials
COMMERCIAL TERMS	Credit Period, Mode of Shipment, Supply Lead Time, Payment Options
WARRANTY / SERVICE NETWORK	Global Service Network, Replacement Warranty Terms
CONTACTS	Key Persons and Contact Details

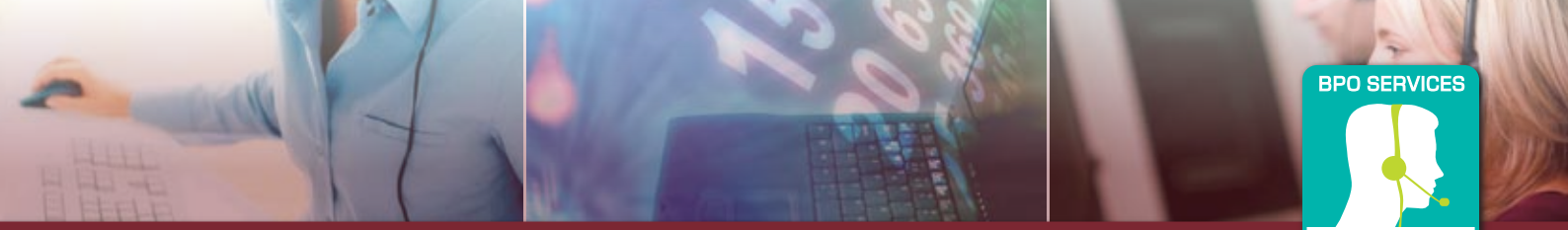


BPO SERVICES

DATABASE AND PROFILING SYSTEM

ILLUSTRATED TEMPLATE FOR CORPORATE PROFILES

SECTORS	SAMPLE PRODUCTS
Automation and Electronics	Drives, Robots, Sensors, Discrete Semiconductor components, MEMS, Integrated Circuits, RFIDs, SIM and Smart cards, Processors, iPOD Components, LCD / Plasma Monitor Components, Set-top boxes and Components
Auto/ Auto Ancillaries	Forging, Casting, Clusters, Door Locks, Transmission parts, undercarriage parts, Electrical Accessories, Engine Parts, Brake Components, Upholstery, Lighting, A/C and Refrigeration and Insulation components, Alloy wheels, Aluminium Pressure Die Cast components
Building Materials	Cement, Paints, Sanitary Ware, Steel Rods, Pipe Fittings, Tiles, Hallow Blocks, MDF Boards, Laminates, Lightings, Roofings
Chemicals and Petrochemicals	Petrochemicals, Inorganic Chemicals, Adhesives, Surface Coatings, Chemicals for Oil Field and Water Treatment, Colorants and Pigments, Polymers, Resins, Plasticizers, Specialty Chemicals, Surfactants
Computer Hardware	Motherboard Assembly, Hard Disc Drives, Monitors, Cabinets, SMDs, MEMs,PCBs, Storage Media and Peripherals
Construction Equipment	Pavers, Concrete Mixers, Excavators, Loaders, Compacters, Impacters, Pulverizers
Electrical and Power Plant Equipment	Cables and Connectors, MCBs, Switches and Circuit Breakers, Turbines, Electric Motors, Transformers and Switchgear
Fire, Safety and Facility Equipment	Smoke Detectors, Extinguishers, Alarms, Water Sprinklers, CCTVs, Night Vision Cameras, Optics, Floor Cleaning Equipment
Food processing and Pharma Equipment	Centrifugal Separators, Heat Exchangers, Fluid Handling, Filtration Equipment, Filling Machines, Tablet making and Coating, Capsule making Machines, Cutting and Peeling Machines, Pulp Extraction Machines
General Engineering and Hardware	Pumps, Valves, Power packs, Fasteners, Rivets, Seals, Hydraulic Products, Pneumatic Products
Hospital Equipments/ Medical Equipments	Hospital Beds and Furniture/ Components, MRI and Other Scanners, Endoscopy Equipment, Surgical instruments, Mammography Equipments, Diagnostic and Testing Equipments, Analytical Devices
Instrumentation	Analyzers, Testers, Data Loggers, PLCs, Sensors, Transducers, Controllers
Machinery and Tools	CNCs, Milling Centers, Cutting, Shearing, Slitting Machines, Abrasive products, Power Tools, Wood Working Tools, Shapers and Planers
Material Handling and Transmission	Conveyors, Fork Lifts, Cranes, Hoists, Wagon Loaders, Scissor Lifts, Wagon toplers
Minerals and Metals	Iron Ore, Bauxite, China Clay, Zircon, Titanium-di-oxide Ingots, Rolled Products, Sheets, Pipes and Tubes, Extrusions, Foils
Packaging Material and Containers	Glass, PET,PVC, HDPE and Polypropylene , Containers, Lamitubes, Flexible Packaging Materials, Caps and Closures, Printed and Sealed Cartons, Corrugated Folded Boxes, HDPE Woven sacks, HMHDPE Barrels, MS Containers
Printing and Packaging Equipment	Letter Press, Web Offset , Flexography and UV Flexo Machines, Flexo and Photo Polymer Printing Plates, Rotary Web Converting Equipment, Form Fill Seal, Blister Packing , Prefill Making Machines, Strapping Machines, Die-cutters
Polymers / Rubber	Resins and Granules (PET, HDPE, PP, ABS, HIPS, PTFE etc), Master Batches, Poly Butadiene, Nitrile Butadiene, Styrene Butadiene and Latex, Additives and Antioxidants, Stabilizers and Plasticizers
Telecom Products	VSAT, DTH, Switches and Routers, BTS, Optical Cables, Transceivers, RF Transmitters, SSPAs, DMRs, Satcom and Broadcasting Products, Mobile Accessories, IPLC /VOIP Phones Components, Headsets, Antenna/ Dish Components
Transportation Equipment	Aviation Parts, Elevators / Escalators / Walk ways Components, Rail Engine and Wagon - Components, Signaling Equipment



BPO SERVICES

DATABASE AND PROFILING SYSTEM

SAMPLE DATABASE

SAMPLE PROFILE

3P
Address: 1, Rue du Parc Levallois Cedex 92593. France PH: 33 (0)1 40 87 64 00. FAX: 33 (0)1 47 39 32 12 http://www.plasticomnium.com/3p/

Introduction

3P - Performance Plastics Products is part of the Plastic Omnium Group. It processes fluoropolymers and other high-performance resins. It delivers solutions for critical industrial applications in the areas of sealing, purity, corrosion, friction and wears resistance.

3P supplies carmakers and tier-one OEMs with precision parts, including control cable sheathing and shock absorber piston rings, as well as friction cups and transmission bearings made of Fluometal®, a composite material offering exceptional features.

3P works closely with customers to develop innovative answers to problematic applications where corrosion, wear, friction, tolerance to temperature extremes or sealing are critical factors in product performance.

Products

3P has the capacity to transform the following materials: PTFE, PFA, FEP, PCTFE, PEEK, PVDF, PP, PES, PI, LCP and More

•Basic Shapes
•Mechanical Tape: Thread Seal Tape
•Electrical Tape
•Fluometal®
•Seals
•Wear Products
•Brake Wear Indicators
•Custom Technical Parts
•Standard' PTFE Tubing
•PTFE Tubing 'Specialties'
•PTFE Convoluted Tubing
•Heat Shrinkable Tubing
•Thermoplastic Tubing

Markets

3P serves the following markets:

- Aerospace
- Automotive
- Pumps, Valves and Compressors
- Secure Fluid Systems
- Semiconductors

Other Group Businesses

Automotive Components

- Plastic Omnium Auto Exterior is a global leader in the design and manufacture of bumpers, fenders, body panels and body modules
- Inergy Automotive Systems, an equally owned joint venture with Solvay SA, is the global leader in automotive fuel systems

Environmental Services

- Waste collection through Plastic Omnium Urban Systems, N°1 worldwide in contract waste container collection services for local communities, which manufactures wheeled containers, litter bins and sorted waste collection equipment
- Playground equipment design and installation, through Ludoparc SA
- Recycling through Plastic Omnium Recycling

COMPANY SNAPSHOT

Consolidated revenue	:	€ 2,326 million (2006)
Global Presence	:	Operations in 26 countries.
Facilities	:	123 Industrial facilities, 9 RandD centers and 24 Technical facilities
Employees	:	11,600 as on Dec' 31, 2006

CORPORATE FACTS

CGC is a 25-year old technology conglomerate, with USD185 million (QR700 million) revenue, 1000+ professionals operating out of 2 countries, with diversified interests in IT, Telecom, TETRA, ELV, Building Automation, Engineering, BPO and Mobile Telephony domains. CGC BPO is a division of CGC and is one of the key players in Business Process Outsourcing in Qatar.