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Company Profile

Welcome to Halvis Consulting Inc.

(Halvis), a private
Information
Technology
consulting firm



located in Calgary,
Canada. We offer our clients services in
the implementation, management, and
performance-enhancement of their call
centres or help desks, as well as the
end-to-end implementations of BMC
Remedy®-based solutions.

By maintaining focus on our core
competencies we keep abreast of the
changes and advancements made in the
help desk and call centre industry. This
translates into a customer solution
based on current and proven
methodologies and technologies.

The companies that we have worked
with range from small, domestic start-
ups to large international corporations
spanning such diverse industries as
banking and finance,
telecommunications, oil and gas,
healthcare, and technology.

Halvis is a small organization, and
depending on the scope of the project,
we will typically only take on one

customer project at a time; seeing it
through to completion and ensuring
client satisfaction before commencing
the next. For our clients this not only
provides a highly skilled and
experienced team for their initiative,
but the added benefit of having our
entire company focused on delivering a
quality solution that is on-time, on-
budget, and meets or exceeds their
expectations.

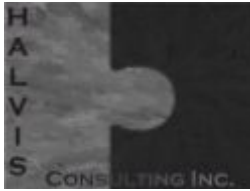
Our Clients

Halvis' consultants have had the
privilege to work
with many of the
world's most
prominent
organizations –
companies that are truly at the
forefront of the industries that they
represent.



The diversity of the industries our
clients are associated with and the
experience gained from the projects
undertaken with those clients allows us
to quickly and seamlessly adapt our
development and/or process
methodology to any new client project,
regardless of their industry – the end
result being a shorter project lifecycle
for you.

BIG BUSINESS SOLUTIONS For Small Business Budgets



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The following table identifies the companies, and their respective industries and locations that our consultants have worked with.

Company	Industry	Location
Adobe Systems	Software	California
Aeroprise Inc.	Technology	California
California ISO	Energy Marketing	California
Calpine Corporation	Power Generation	California
Citicorp	Banking and Finance	Global
Enbridge Pipelines	Oil and Gas	Alberta
Energy Resources Conservation Board	Government/Oil and Gas	Alberta
GoTo.Com	E-Commerce	California
Government of Alberta	Government	Alberta
Hartford Insurance	Insurance	Connecticut
Inktomi	E-Commerce Solutions	California
Intel Corporation	Technology	California
Ontario Ministry of Health	Government/HealthCare	Ontario
PanCanadian Petroleum	Oil and Gas	Alberta
Recom Managed Systems Inc.	IT Service Provider	California
Research In Motion (RIM)	Technology	Ontario
Salesforce.com	Technology	California
Saudi Aramco	Oil and Gas	Saudi Arabia
Silver Spring Networks	Energy Technology	California
TransAlta Corporation	Power Generation	Alberta

BMC Remedy® Solutions

Our consultants have over ten years of experience in the implementation, development, and customization of Remedy® products on



a variety of hardware, operating systems, and database platforms.

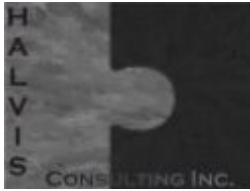
The following table identifies the specific Remedy® products, operating systems, and database platforms (and their respective versions) that our consultants are experienced in.

BMC Remedy® Products AR Server™; Approval Server™; DSO™, Migrator™, ITSM™ Suite (Asset Management™, Change/Release Management™, Service Desk™), Service Level Management™; Service Request Management™, Knowledge Management™, Atrium CMDB™
Operating Systems Microsoft® Windows Server™; Unix®; Sun® Solaris™, Redhat Linux
Databases Oracle®; Microsoft® SQL Server™ ; Sybase®

Halvis offers the following Remedy®-based services that can be custom-tailored to meet your organization's requirements:

- Implementation and customization of the Remedy® suite of products
- Development of custom applications based on the Remedy® Action Request System™.
- Web-enablement of your Remedy® application(s).
- Customized training for your staff based on *your* Remedy® application(s).
- Remote and/or onsite support of your Remedy® application(s).

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Our end-to-end solution methodology spans the full software development lifecycle including:

- Project Management
- Scope and Deliverables Definition
- Requirements Gathering
- Analysis and Design
- Development and Testing
- Product Implementation
- Training
- Post-Implementation Support
- Knowledge Transfer

Call Centre and Help Desk Services

Halvis' consultants have over ten years experience in the implementation, management, and performance-enhancement of help desks and call centres based on the ITIL process framework – ranging in size from internal help desks supporting 500 to 2000 end-users, to global call centres supporting 30,000+ end-users. This experience comes not only from consultancy roles and textbook philosophy, but also from practical experience gained by fulfilling a variety of positions on production help desks and call centres. This practical experience allows us to truly identify



with the real-life issues your help desk or call centre faces.

Halvis offers both consulting and implementation services for your call centre or helpdesk.

Consulting Services

A successful help desk is based on three key components; people, processes, and the tools and technologies required to support them. These components have to be designed in a manner so as to achieve maximum efficiency when they work in unison. Once these components have been established there needs to be a way to measure the resulting performance.

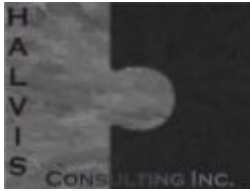
Our consulting services perform a detailed examination of each of these components and provide the necessary recommendations to promote your help desk or call centre to world-class standards.

People

It would be a wonderful world if we could state without any uncertainty that first impressions bear no meaning. Unfortunately reality proves this theory otherwise. With this in mind, your call centre or help desk staff is often



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directly responsible for the first impression that a customer receives of your organization. They can significantly impact customer satisfaction resulting in the potential loss of clientele.

Your organization can expend an exorbitant amount of resources on process engineering and state-of-the-art tools and technologies for your call centre or help desk. However, if your call centre or help desk staff is ill equipped to utilize the processes and tools efficiently and effectively then they will be providing a disservice to your customers.

Halvis can evaluate the human resources component of your help desk or call centre by analyzing and providing recommendations in each of the following areas:

- Agent Skillset
- Performance Criteria and Measurement
- Roles and Responsibilities
- Career Management
- Organizational Structure

Processes

The processes adopted by your support organization are the foundation to the remaining components of your call centre or help desk. These processes should take into account the services your clients require, the management of those services, and your support organization's infrastructure with respect to delivering those services.



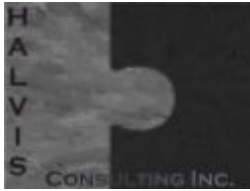
Halvis can examine all aspects of your support processes and benchmark them against the ITIL process framework. The resulting recommendations will enable you to provide your clients' services with increased quality and performance.

Tools and Technologies

The tools and technologies utilized by your call centre or help desk should be a direct reflection of your



organization's support processes. Optimal productivity of your clients, agents, and management depends on the tools having been assessed,



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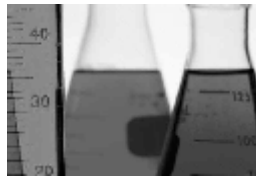
implemented, and configured based on your support processes.

Halvis can assess, without bias, tools and technologies such as your telephone/ACD system, problem management system, and knowledge management system to ensure that they are:

- In alignment with your organization's support processes;
- Have been implemented to be used most efficiently and effectively; and
- Are scalable for future expansion.

Performance Management

Successful call centres and help desks know they are successful because they have the processes, and tools and technologies in place to measure performance.



Performance management applies not only to the external obligations you may have with our customers, but also to the internal commitments you have with your agents, between your call centre or help desk and other support groups, with senior management, with your shareholders, and with any other stakeholders.

Halvis can assess the processes and tools and technologies in place to ensure that they are providing your organization with accessible information necessary to measure and manage your call centre or help desk's performance. We can also analyze the information output and provide recommendations on how to meet and exceed your internal and external obligations.

Specifically, we will analyze the following performance components: Service level agreements – both internal and external;

- Response and resolution times for service requests;
- Phone/ACD statistics;
- Agent performance metrics – both qualitative and quantitative;
- Other agreements you may have in place.

Implementation Services

In addition to providing consulting services, Halvis can manage the implementation of your new support infrastructure or the performance-enhancement of your existing support infrastructure.

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With our implementation services you receive the benefits of our consulting services combined with the expertise and resources required to deploy the resulting recommendations. As with our Remedy® implementation services our end-to-end solution methodology also applies to our call centre and help desk implementation lifecycle.

Our Team

Halvis is structured on the virtual consulting firm model. This has allowed us to build an organization comprised of select senior consultants with extensive, focused, skills and experience relevant to our primary service offerings.



Our core team brings over 45 years of joint experience in the Information Technology industry. However, it is their expertise in the call centre and help desk industry that makes them an integral part of Halvis Consulting Inc. In addition, the industry experience that our consultants contribute adds breadth and depth to our organization, which in turn allows us to facilitate your initiatives – regardless of your market segment.

We are a team of individuals with diverse personalities, interests, languages, cultures, and locations. However, regardless of our differences, we share the common goal of providing exceptional quality and service to our customers.

Contact Us

If you have any questions, comments or would like to speak to someone from Halvis then please contact us.

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