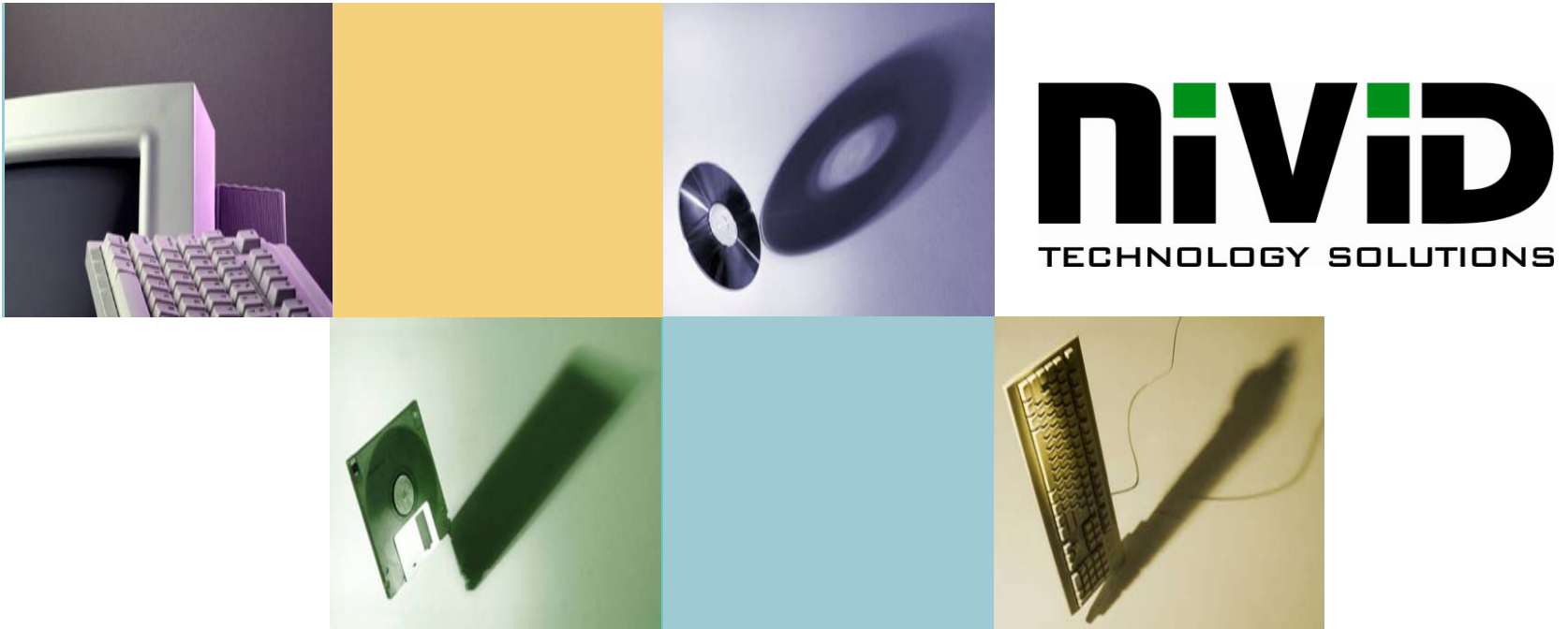


Legal outsourcing solutions



Presentation by NIVID LTD

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COMPANY PROFILE

- ✓ *NIVID provides consulting and IT services to clients across UK - as partners to conceptualize and realize technology driven business transformation initiatives.*
- ✓ *With our over 15 years of combined, strong technical expertise, our top to bottom approach ensures continuous training for all our employees at all levels.*
- ✓ *We use a low-risk Service Delivery Model (SDM) to accelerate schedules with a high degree of time and cost predictability.*

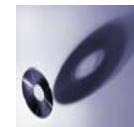


- ✓ *We provide solutions for a dynamic environment where business and technology strategies converge.*
- ✓ *We offer BPO (Business process outsourcing) and ITO (Information Technology outsourcing) services through our offshore office (Kaizen Infocomm Pvt Ltd) in India.*
- ✓ *We are technology consultants focused on BPO & Knowledge industry, assists in the identification and development of business opportunities in emerging BPO & Knowledge Services markets.*



THE TEAM

- ✓ *NIVID is a highly accredited partner of major IT vendors across UK and our Onsite and Offshore team consists of experienced and qualified Post Graduates coupled with Microsoft, Cisco and various highly certified Trainings, Chartered Accountants, ACCA graduates, Management graduates.*
- ✓ *The uniqueness of our team lies in the clarity of focus they possess in relation to every work they undertake. This not only assures fast completion time but also indirectly results in cost-reduction for our clients.*
- ✓ *Our team leader is experienced in Legal BPO and Process Migration experience.*

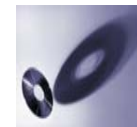


- ✓ Our offshore team develop integrated analyses that provide our customers technology innovation along with strategic, tactical, and operational recommendations to help maximize the bottom line from business strategy, service delivery, marketing and sales efforts.



LEGAL SERVICES OVERVIEW

- ✓ **NIVID** is a leading Legal Process Outsourcing Company. We are constantly evolving into a forward-thinking firm, accommodating the business growth of our clients and our surrounding communities.
- ✓ **NIVID** impressive legal team boasts multidisciplinary attorneys and paralegal staff; exhibiting the diversity, creativity, and integrity that have made our firm so successful for over the years.
- ✓ We offer **LEGAL BPO, LEGAL DOCUMENTATION AND DRAFTING AND LEGAL RESEARCH services.**



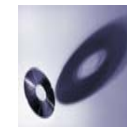
LEGAL BPO SERVICE OFFERINGS

Our gamut of Service Offering in Legal BPO are the following.

- A) Legal Transcription
- B) Document Management
- C) Legal Billing
- D) Legal Coding
- E) Scoping and Court reporting services
- F) Legal Translation
- G) Data Entry services



- Secretarial and Paralegal BPO Services
- eFiling services
- OCR and Scanning services
- E-conveyancing services
- Online will drafting services
- Call Centre services



LEGAL DOCUMENTATION SERVICES

Our gamut of Service Offering in Legal Documentation services are the following.

- Legal Drafting and Documentation
- Pleadings and Correspondence
- Draft Discovery Requests
- Blow ups and Visual Aids
- General correspondence
- Client care letters and correspondence



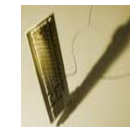
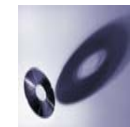
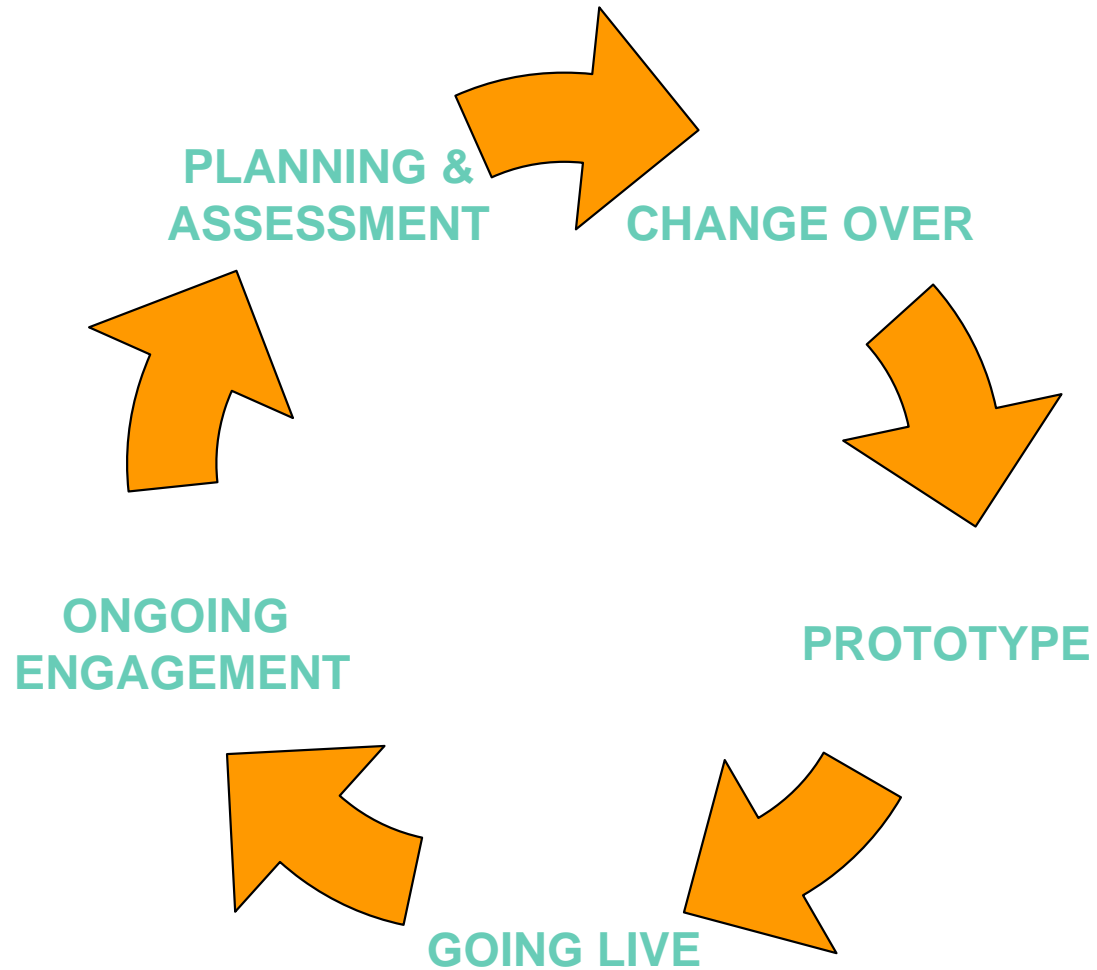
LEGAL RESEARCH SERVICES

Scope of Services

- Preparation of legal opinions for all practice areas
- Preparation of briefs and facts at all levels of courts.
- Research services provided directly to clients, on request.
- Preparation of client education and updates on key legal issues.
- Preparation of detailed research memoranda on all areas of law.

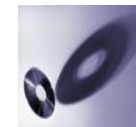


OUR METHODOLOGY



BUSINESS BENEFITS

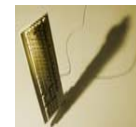
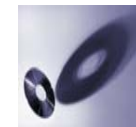
- Improve service levels
- Increase security
- Increase market strength
- Reduce capital costs, overhead costs and investment risks
- Renew value to transaction-intensive business processes
- Increase access to state-of-the-art technology



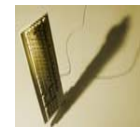
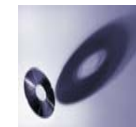
- Free resources for more strategic business initiatives by leveraging NIVID proven outsourcing expertise
- Improve the business value of transaction-intensive processes using NIVID industry and systems integration expertise
- Leverage worldwide state-of-the-art BPO facilities for your IT infrastructure
- Reduce overhead costs – and increase employee career options – by shifting accountability for staffing
- Improve service levels with round-the-clock service delivery



- Improve business operations through analytics and business intelligence
- Better anticipate and control costs through variable-based pricing options
- Transition quickly and easily to an outsourced environment using our proven change management methodologies
- Maintain control of business processes with NIVID comprehensive account management
- Meet business objectives with custom service-level performance measures



- Profit from the economies of scale you can achieve by leveraging our experience in transaction processing, systems integration, information technology and business process outsourcing.
- Improve shareholder value by focusing on decision-making and strategic planning while we handle the day-to-day transaction portion of legal back office operations.
- Improve working capital management by relying on NIVID, an expert in transaction processing.
- Focus on strategic decision-making and let us handle managing personnel and disaster recovery.



THE NIVID ADVANTAGE

- **Expertise**

The management team at NIVID has extensive experience in a variety of industries all of which works to bring you the most effective BPO available.

- **Cost Savings**

Outsourcing some of your organization's LEGAL business processes results in lower personnel costs (such as payroll, benefits, taxes, recruitment, and training) and lower overhead (such as facilities, technology, maintenance, support and payroll processing)

- **Quality Improvement**

Significant improvements can be seen in the quality of business processes by outsourcing, due to the people involved, the focus, best practices and Six Sigma processes.



- **Educated Workforce**

NIVID requires that our OFFSHORE TEAM are graduates while many hold advanced degrees or certifications with very good command over the English and French language, both spoken and written. Our TEAM also consists of paralegals, clerks, lawyers and advocates to lead our offshore site.

- **Staffing**

Business processes become much more efficient when outsourced because it allows a firm to take advantage of improved training and a larger pool of talent. Last but not least, all of them have very good reading and writing skills in English and French language.

Local UK office for Client servicing while back office processing center in India - cost benefit passed on to clients



- **Revenue Enhancement**

Working with NIVID allows you to enhance your revenues through the benefits of improved focus and improved service. The availability of low-cost, high-skilled labour allows an organization to put service back into the service industry. The ROI on various service activities is dramatically changed.

- **Capital Efficiency**

Since outsourcing relieves some of the overhead expenditures for a firm, it frees up capital to be used in a more efficient way.



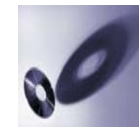
- **Comprehensive Security framework for legal BPO**

Security

We recognize that security is an extremely critical aspect of any operation, especially those dealing with information and protecting customer information is critical for managing a customer's business. Our security consciousness is manifest even in the small measures we take.

a) INFRASTRUCTURE

- 24/7/365 security guard on site
- Security camera
- Authentication verification access to all areas
- All employees are required to show a valid ID Card
- Annual audit/review



b) PROCESS PROTECTION METHODS

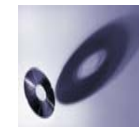
- Hiring process; granting the access
- Employee exit process; removing the access
- Corporate guidelines on use of corporate assets
- Virus detection
- Network monitoring
- No floppy drives or any media on employee machines
- No direct internet connection from the employee machines

c) DATA AND NETWORK SECURITY

The applications can reside at the customers' server.
However we take several measures to ensure data back-ups
and security of networks



- Back-ups are done daily using top of the line equipment with regular data restoration ensuring secured data availability.
- Fireproof cabinets and an offsite media storage facility is used for storage of back-up media.
- A back-up/restoration log is maintained and back-up media is changed periodically.
- Checkpoint firewall/VPN has been implemented for complete network inbound/outbound security.
- The complete network is secured with anti-virus software implemented at the server and the client level.
- Alarms have been installed on all platforms and network components to indicate security breaches.



- **Security Audit**

We are continually auditing our security internally with an internal team of certified security professionals. Other reasons to choose NIVID are

- Redundant communications infrastructure
- Highly educated, English and French speaking workforce
- Offshore time zone supports same day or around the clock support
- Firm commitment to security
- Full auditing with document management



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