



IT Outsourcing

Government of Newfoundland & Labrador

xwave has provided outsourcing services to the Government of Newfoundland and Labrador since 1969 and has built and operates virtually all of the Government's core systems. The organization has proven that it can deliver real results for the Government and the public of Newfoundland and Labrador.

The Government of Newfoundland and Labrador is one of the single largest employers in the province, employing approximately 6000 individuals, as well as one of the Province's largest users of information technology. Due to its size, its annual budget of approximately \$4 billion, and the geographical diversity of Newfoundland citizens, the provincial government has a significant need for the efficiencies of IT.

IT Requirements

The Government currently employs mainframe and midrange technologies including Computer Telephony Interface (CTI)/ Interactive Voice Response (IVR), various Web applications, Oracle (ERP) Financials, and custom developed software packages, just to name a few. These are used in a variety of different settings and locations internally as well as externally. Government can also leverage IT solutions implemented in one department across other departments.

The Province's IT needs have been well served through the partnership with **xwave**. We understand the language, the issues and the technology of the Public Sector and can produce better results, faster. As a result, Government's contract with

xwave to provide IT services has been extended, with amendments, for another five years to March 31, 2007.

Core Activities

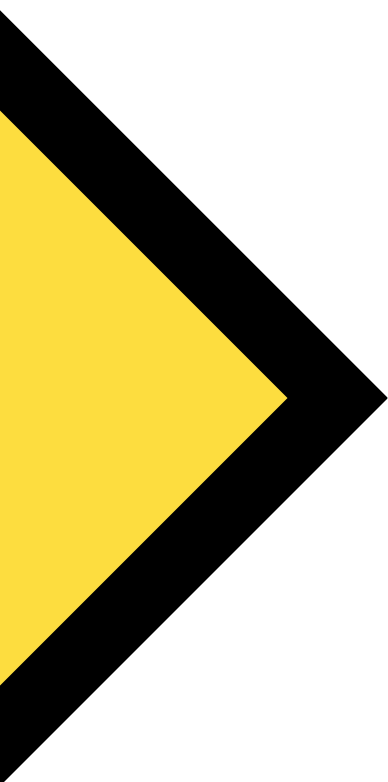
xwave and the Government of Newfoundland and Labrador have a long history of working together. We offer a number of different services to the Government, ranging from planning, project management and strategic visioning to full Oracle (ERP) Financials implementations, custom development and web enablement. Besides the System Integration and Consulting Services that **xwave** offers to the Government of Newfoundland and Labrador, as part of a number of our projects for the government, we offer Application Management and Infrastructure Services.

Application Management

- Application Maintenance
- Problem Resolution
- Application of Vendor Supplied Fixes
- Database tuning
- Operating system and database upgrades
- Helpdesk services



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Infrastructure Services

- Capacity Planning
- Network Management
- Database Support Management
- Disaster Recovery, Planning & Testing
- Disk Space Management
- Enterprise Process Scheduling
- Event Management
- File Backup / Recovery
- Hardware / Server Management
- Mid-Range Support / Server Management
- Print Operations

On a daily basis, the Government experiences the benefits and flexibility that these services provide to their range of departments and agencies.

Service Quality

For more than thirty years, **xwave** has provided the Government of Newfoundland and Labrador with quality IT services in areas such as Health Care, Education, Tax and Finance, and eService Delivery. We serve the IT needs of nineteen departments, post-secondary institutions, as well as government agencies and crown corporations. Highlights of our relationship include:

- **xwave** provides IT consulting, application development, systems integration, information processing and facilities management for mission critical systems in mainframe and client-server environments.
- **xwave** has acquired superior knowledge of and detailed experience in public sector IT systems, by expanding into the national capital region.
- **xwave** understands the language, the issues and the technology of the Public Sector – and can produce better results, faster than firms without this depth of experience.

- **xwave** has significant experience in end-to-end IT solutions: planning and strategic counsel; design; development and integration; and operations.
- **xwave** has developed a unique approach to the market called co-integration, based on the organization's history of providing end-to-end solutions: co-integration refers to **xwave's** ability to design, build and operate 'corporate' systems (those, such as HR, financial and asset management, that support the business), and 'operational systems' (those that perform the key functions of the business).

Contact Us

xwave offers services in three key areas: Integration, Infrastructure and Fulfillment Solutions. We are focused on providing end-to-end solutions from systems integration and software engineering, right through to infrastructure services and product fulfillment.

xwave is a full-service business solutions provider with more than 1500 professionals located throughout the United States and Canada.

For more information:

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