OFFSHORE DEVELOPMENT SERVICES
BDO DIGITAL & FPT SOFTWARE

CONNECT. CLEVER. IMPACT.

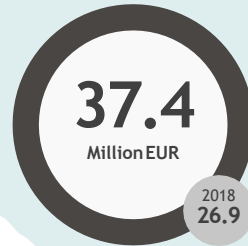# BDO Belgium

BDO DIGITAL

PARTNERS & STAFF (Average FTE'S)

88	**559**	**96**	=	**743**
2018 80	2018 475	2018 102		2018 657
PARTNERS	PROFESSIONAL STAFF	SUPPORT STAFF		TOTAL
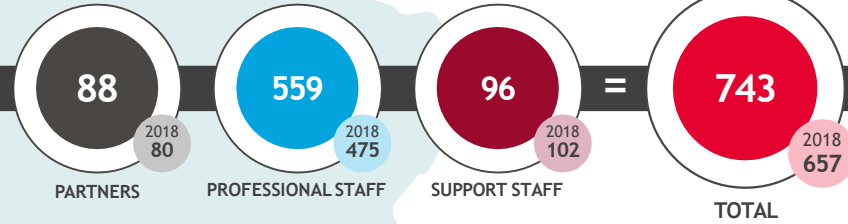
26.4 Million EUR	**22.8** Million EUR	**37.4** Million EUR	**17.6** Million EUR	=	**104.2** Million EUR
2018 24.9	2018 21.6	2018 26.9	2018 17.3		2018 90.7
AUDIT & ASSURANCE	TAX & LEGAL	ADVISORY	ACCOUNTING & REPORTING		TOTAL
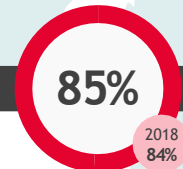
140,259 EUR	**85%**	**782**	**OTHER STAFF RELATED INFORMATION**
2018 138,052 EUR	2018 84%	2018 732	
REVENUE PER STAFF	STAFF RETENTION	NUMBER OF STAFF OCTOBER 1ST (HEADCOUNT)	
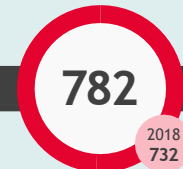
BDO

BDO Advisory
Our product lines and services

Corporate Finance	Strategy & Organisation	People	Digital	Risk	Interim Management
Valuation	Strategy planning & execution	Leadership & talent management	Technology & CIO advisory services	Internal Audit	Interim Management
Transaction Services	Organisational excellence	Change management	Enterprise solutions	Forensic Advisory Services	
M&A	Process Excellence	Training & Coaching	Emerging technologies	Risk Management & Internal Control	
Financing Advisory & Modeling	Project & portfolio management	HR tools & analytics	App development		
	Service design & customer journey	Mobility	Advanced analytics		
	Pre/post-merger integration services	HR & Pay platform	Digital industry & society		
			Security & audit		

BDO

BDO DIGITAL

Expertise	Typical products
Technology & CIO advisory services	IT Strategy & Roadmap | Governance, Project & Ptf. Management | Cloud Strategy & Migration Services | …
Enterprise solutions	Oracle Netsuite | Globis | CA Project Portfolio Management | Keyedln | IonProjects | …
Emerging technologies	Blockchain & Data Sharing Platforms | Robotic Process Automation | Internet of Things | …
App development	Systems Integration & API Management | Mobile Apps | …
Advanced analytics	Data Mining, Machine Learning & AI | Process Mining / Intelligence | Reporting & BI | …
Digital industry & society	Smart Cities, Regions & Mobility | Smart & Interconnected Supply Chain | Digital Commerce/e-commerce | …
Security & audit	Cybersecurity | IT Audit | IT Malpractice Mitigation | …

Finance

Transportation & Logistics

Energy & Utilities

Manufacturing & Services

Society & Government

Pharma & Healthcare

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Using cutting edge technologies in collaboration with technology partners

Analytics

Reporting

OCR, RPAs

API / ESB

Front End

ERP

Blockchain

PPM

IoT

DevOps

New Dimension

BDO DIGITAL and FPT Software have bundled their expertise and know-how to offer their customers 360° Value Added Services.

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Powering Digital Transformation

FPT Software	
FPT Information System	
FPT Telecom	
FPT Trading	
FPT Retail	
FPT Education	
FPT Online	

The leading ICT Corporation in Vietnam	
Founded:	1988
Public listed:	Dec 2006 on VNSE
Revenue:	USD ~2 billion (FY2017) **FPT Software: 274 Million (2017)**
No. of Employees:	**35,000+ ~ FPT Software: 14,000**
Development Centers:	Vietnam, Philippines, Myanmar, Slovakia, Czech public
Clients:	450 clients with 75 Fortune 500s
R&D investment:	5% profit before tax

- **~ 11,000** projects worldwide
- **Average Customer Satisfactory Score (CSS):**
  90/100

JP 58%
US 19%
APAC 13%
EU 10%

The Leading ICT Company of Vietnam

1 | TECHNOLOGY SECTOR

#1 in Revenue and Workforce

~15,000 Tech experts & engineers

#1 SI provider in Vietnam and expanding to developing countries, especially in **Public Sector, BFSI, Healthcare, Transportation, Security**

in Vietnam

100+ Companies **#1 ITO provider c**opyrighted software solutions, **2,000+** international technology certificates

Gartner Cool Vendor 2016

Key partners with AWS, Microsoft, SAP, Siemens, GE Predix etc

2 | TELECOMMUNICATIONS SECTOR

Top 3 in broadband internet services, covering 59/63 provinces

700Gbps international bandwidth; **04** Data centers; **4G LTE technology**

The first foreign enterprise to be licensed to provide fixed **line** telecom services in **Myanmar**

No. 1 for VnExpress as an online advertisement services provider in Vietnam

Leading e-commerce marketplace - Sendo.vn

3 | DISTRIBUTION AND RETAIL SECTOR

#1 in ICT & mobile distribution **1,500+** agencies in Vietnam

Distributor for **30+** large technology partners **450+**

retail stores in **63/63** cities and provinces (May, 2017)

4 | EDUCATION SECTOR

Top University in IT Education; **21,000+** students at all levels (FPT University, FPT Polytechnic…); **98%** of graduates having jobs within 12 months;

FPT — UNIVERSITY

Established	
Current enrolment	**Under Graduates: 7,500** **Post Graduates: 460**
Training programs	▶ On-job-training from 2nd year ▶ Focus on foreign language training (EN, JP) ▶ Practical skills
Professional education	▶ Software Engineering ▶ Language (English, Korean, Japanese) ▶ Information Assurance ▶ International Business ▶ Mathematics ▶ Hospitality Management ▶ Computer Science ▶ Architecture ▶ Business Administration ▶ Graphic Design ▶ Finance & Banking ▶ Multimedia Communications
Graduation	▶ 96.5% employment rate ▶ 31% recruited by FPT Software ▶ Hanoi, Danang, Ho chi minh City, Can Tho
International Cooperation	▶ 58 international partners in 29 countries ▶ 291 international students Japan, Thailand, Philippines, India, Brunei, Korea, France, Germany, The Netherlands, Taiwan.

Software

▶ ITSS (Information Technology SkillStandard)

▶ ETSS (Embedded Technology Skill Standard)

▶ ACM (Association of Computing Machinery)

QS STARS RATED FOR EXCELLENCE 2012

Teaching	⭐⭐⭐⭐⭐
Employability	⭐⭐⭐⭐
Internationalization	⭐
Facilities	⭐⭐⭐⭐
Social Responsibility	⭐⭐⭐⭐⭐
Inclusiveness	⭐⭐⭐

World-wide Customers

Airline & Aerospace

Product Engineering

CME

Utilities

IT Professionals

Logistics & Transport
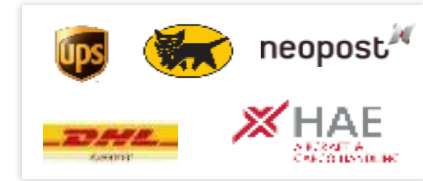
BFSI
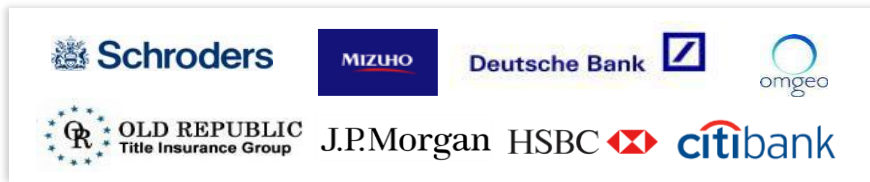
Commerce

Telecom

International Recognitions & Standards

FPT was the **first company in Southeast Asia to achieve CMMI level 5 and the first to be recognized by International Association of Outsourcing Professionals to be within top 100 Outsourcing vendors.** We always choose world-class standards and models to benchmark against such as SEI CMMI; ISO 9001 and ISO/TS 16949.

International software process

**SEI CMMI Level 5;
ISO 9001:2008;
and ISO 20000-1:2011**

International Security Standards

ISO 27001:2013 (BS 7799 -2:2002)

International Recognition

**Gartner's Cool Vender
in Emerging Market (2016)**

**Top 70 World's
Outsourcing Leaders
with Delivery Excellence**
(IAOP Global Outsourcing 100)

Partnering and certified by Technology Partners

Services & Offering Portfolio

Outsourcing services	Next Gen Technologies	Digital Platform Services
Application Services	Artificial Intelligence	Digital Healthcare
Business Applications	AR/VR	Digital Real Estate
Managed Services	Blockchain	IoV/ Connected Vehicles
Legacy Migration	Cloud	Smart Factory
Testing	Data Analytics/ Big Data	
Building Information Modeling	IoT	
CAD/CAE	Mobility	
Embedded System	Robotic Process Automation	
IC Design		
Business Process Outsourcing		

Digital Transformation

Digital Consulting

Renovation Lab	Digital Transformation Consultancy	Digital Solutions

Industries

- ► Aerospace & Aviation
- ► Automotive
- ► Banking and Finance
- ► Healthcare

- ► Communications, Media & Entertainment
- ► Consumer Packaged Goods
- ► Logistics & Transportation
- ► Utilities

FPT — The Power House

Chairman

CEO

Delivery Units

Oversea Branches

Domestic Branches

Delivery Units (vertical labels)
FSOFT Quality Control
FSOFT Global Communication
Manufacturing Group - VI
Finance Group - VI
Healthcare & Logistics - VI
FSU 1
FSU 2
Global Enterprise Services
ERP & KPO Business
Business Process Service
Delivery Command Center
Resource Assurance
Information Security Management

■ **Vertical**   ■ **Service**   ■ **Support**   ■ **Mass/Incubation**

FSU (FPT Software Strategy Unit)
Market, Service or Client focused

US
FPT USA

Europe
FPT Germany GmbH
↳ **FPT Czech Republic**
FPT Slovakia s.r.o.
FPT Europe Ltd.

East Asia
FPT Japan
FPT China
FPT Korea

Asia Pacific
FPT Asia Pacific
FPT Software Malaysia
FPT Software Philippines
FPT Software Myanmar
FPT Software Indonesia
FPT Australasia

FPT Software Head Quarter (Hanoi)

FPT Software Da Nang

FPT Software Ho Chi Minh

FPT Software Can Tho

Best Shore Model

What is Best Shore?

Outsourcing means more than serve your client from overseas delivery. FPT manages requirements with the most valuable benefit for the client. With Best Shore FPT combines on site presence with near shore and off shore capabilities

With this model FPT is able to quickly react on each individual request.

Our client benefits from all FPT locations while not need to care about the complexity behind it.

Slovakia as member of the European Union underlies the same (Data Protection) Law as Germany.

Kosice as our location in SK is called Slovakia's IT Valley.

97%
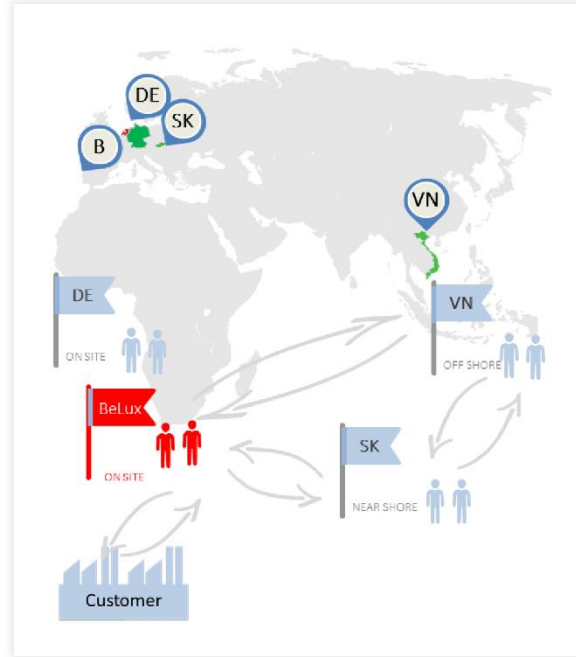of our employees in SK speak English fluently

70%
of our employees in SK speak Germany fluently

10
Years of experience in Utility industry

91%
of our employees have a University Degree

Vietnam

Regarding to Gartner, Vietnam is the new "place to be" for outsourcing with outstanding conditions.

Our resource pool in Vietnam with 18,000 IT experts allows us to serve our client with excellent services across the branches.

90%
of our employees in VN speak English fluently

95%
with University degree or higher

16
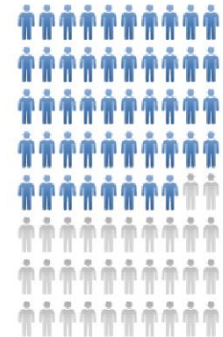Years of experiences in Outsourcing

17
countries

with **+200**
Clients worldwide

Innovation Lab: Assess Product Viability with PoC

Customer needs

MEASURE

LEAN START-UP PROCESS

NEW IDEA

New service
New product

DIGITAL LAB

CODE

REALIZED IDEA

Commercialized products & solutions

Finalize

DIGITAL LAB

DIGITAL FACTORY
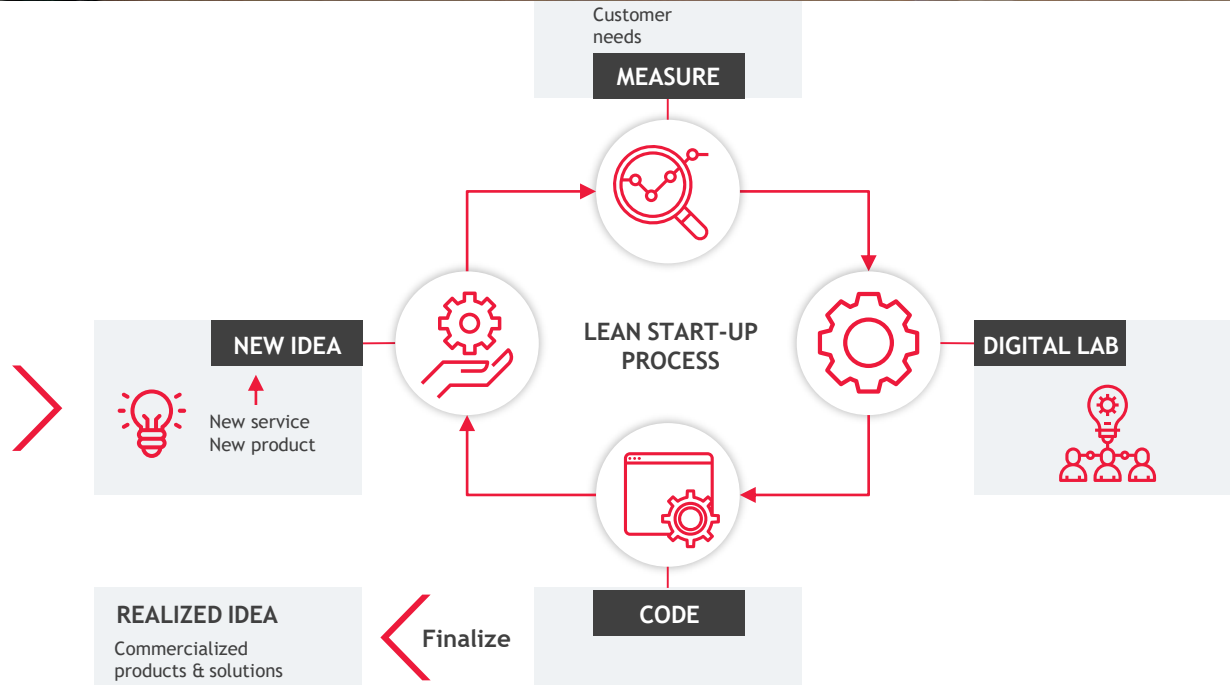
Service offerings

ASSESSMENTS

Including DevOps readiness assessments, implementation strategies, and resourcing models. Consultant migrate from legacy system to DevOps model.

IMPLEMENTATION

Implement custom DevOps workflow, automated tests, infrastructure as code, testers, environment, build and release management expertise.
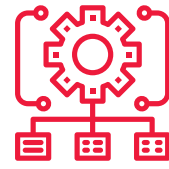
TRAIN & COACH

Training courses for various skill levels, Scrum master & team member coaching to run projects following DevOps implementation

OPERATE & MANAGE

DevOps managed services including system monitoring & maintenance and control & support using DevOps system

Implementation Process

Design	Build	Configure	Pilot	Extend

- **Design**
  - Design DevOps flow based on chosen technology, network policy, infrastructure and requirements
  - Design processes & policies

- **Build**
  - Develop infrastructure as designed and confirmed
  - Build processes & policies

- **Configure**
  - Configure system flow
  - Review processes & policies
  - Develop guideline and documentation

- **Pilot**
  - Select pilot project
  - Apply system and processes to pilot project

- **Extend**
  - Implement best practices and learnings from pilot project to improve process and flow
  - Extend processes to other projects
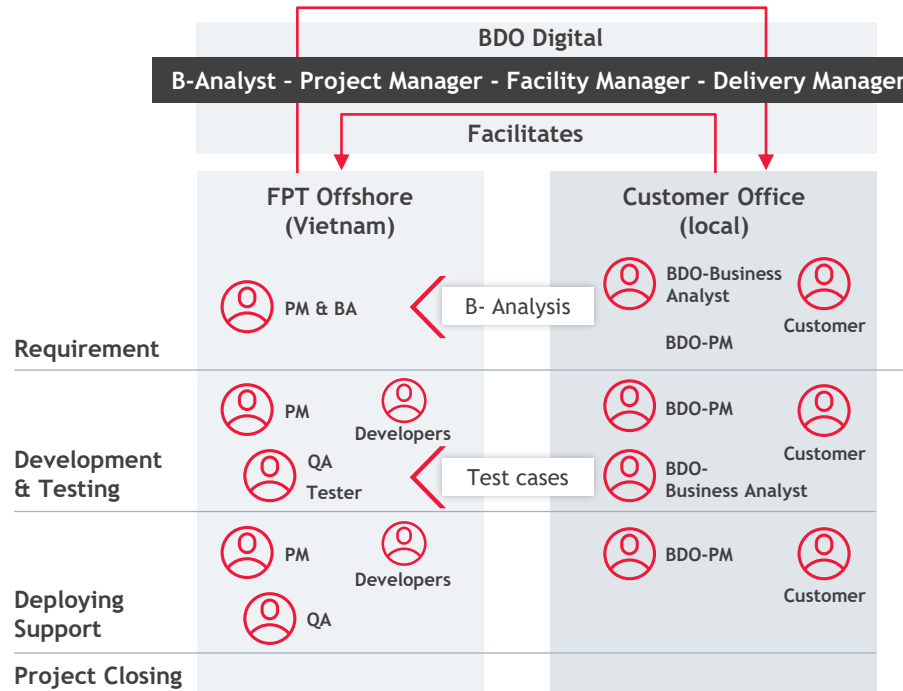
Software Development Projects model

Typical Project Team Model:

▶ On-site Team — **BDO Digital**

— Full Time PM

— B-Analyst
(20% of Dev Time)

▶ Off-shore – FPT Team VN

— Full Time PM

— Sr. Developer

— Jr. Developer

— QA
(25% of Total Dev Time)

BDO Digital

B-Analyst – Project Manager - Facility Manager - Delivery Manager

Facilitates

**FPT Offshore
(Vietnam)**

**Customer Office
(local)**

Requirement

PM & BA

B- Analysis

BDO-Business
Analyst

Customer

BDO-PM

**Development
& Testing**

PM

Developers

QA
Tester

Test cases

BDO-PM

Customer

BDO-
Business Analyst

**Deploying
Support**

PM

Developers

QA

BDO-PM

Customer

Project Closing

▶ In requirement creating phase, Business Analyst (BDO) will be onsite with Customer.

▶ During this time, we will investigate about the requirement related factors such as local law, needs of client and local user's habits.

▶ Involvement of Business Analyst depends on level of functional requirements description.

▶ In development & deployment phase. Our BDO Team will stay at customer's office to support all communications from and to Offshore.

▶ BDO will also support investigate / test all the items which cannot be performed in Offshore team due to the environment restriction.

▶ BDO will also support Customer in resolving all issues when deploying to the local market.

Architecture

CONFIDENTIAL

AKAWORK COMPONENT

AKA BOARD
AKA PIPELINE
AKA TEST
AKA REPOS
AKA ADVISOR

AKAWORK CORE

akawork
INTEGRATION FRAMEWORK

{ REST }
AKA API

AKA Plugin

PLAN	CODE	BUILD	TEST	PACKAGE	DEPLOY	MONITOR
JIRA	GitLab	Jenkins	sonarqube	npm	On-Premise	splunk>
Confluence	TFVC	TC	coverity (A Synopsys Company)	Nexus oss	aws	ZABBIX
	Git	Bamboo	protecode	Docker	Azure	kibana
			APACHE JMeter		Google Cloud	logstash
			Se			elastic

Agile Methodology — Scrum Framework

Inputs from Executives, Team, Stakeholders, Customers, Users

Product Owner

BDO-Onsite

The Team

Scrum Master

Burndown/up Charts

Daily Scrum Meeting

Sprint Review

1
2
3	Ranked list of what is required: features, stories, …
4
5
6
7
8

Product Backlog

Team selects starting at top as much as it can commit to deliver by end of Sprint

Sprint Planning Meeting

Task Breakout

Sprint Backlog

Every 24 Hours

1-4 Week Sprint

Sprint end date and team deliverable do not change

Finished Work

Sprint Retrospective

Example of Ramp-up
Ramp-up proposal for use-case project

Information sharing from customer before 1 month

| Initial team (10 members) | | Initial team (10 members) | 9 members | Initial team (10 members) | 9 members | 9 members |

1st month   **2nd month**   **3rd month**

1st month
- ► 1st Team on board in ODC
- ► Understand the scope and long-term goal
- ► Client Products/Framework Enablement
- ► On work Breakdown started
- ► Start Pilot work

100% senior at the beginning to catch up the knowledge from Client

2nd month
- ► First release of Pilot work
- ► Ramp up initiated
- ► On-job training/know-how transfer
- ► Tuning of processes
- ► Begin product development

| +6 Other projects | +3 External Recruit |

3rd month
- ► Training Software
- ► Development Process
- ► Product development

| +21 Other projects | +6 Training program | +5 External Recruit |

10

2 / 19

16 / 36

■ Senior
■ Regular

Keep the ratio of senior resource around 60-70% for Client CoE

ODC VPN Site to Site
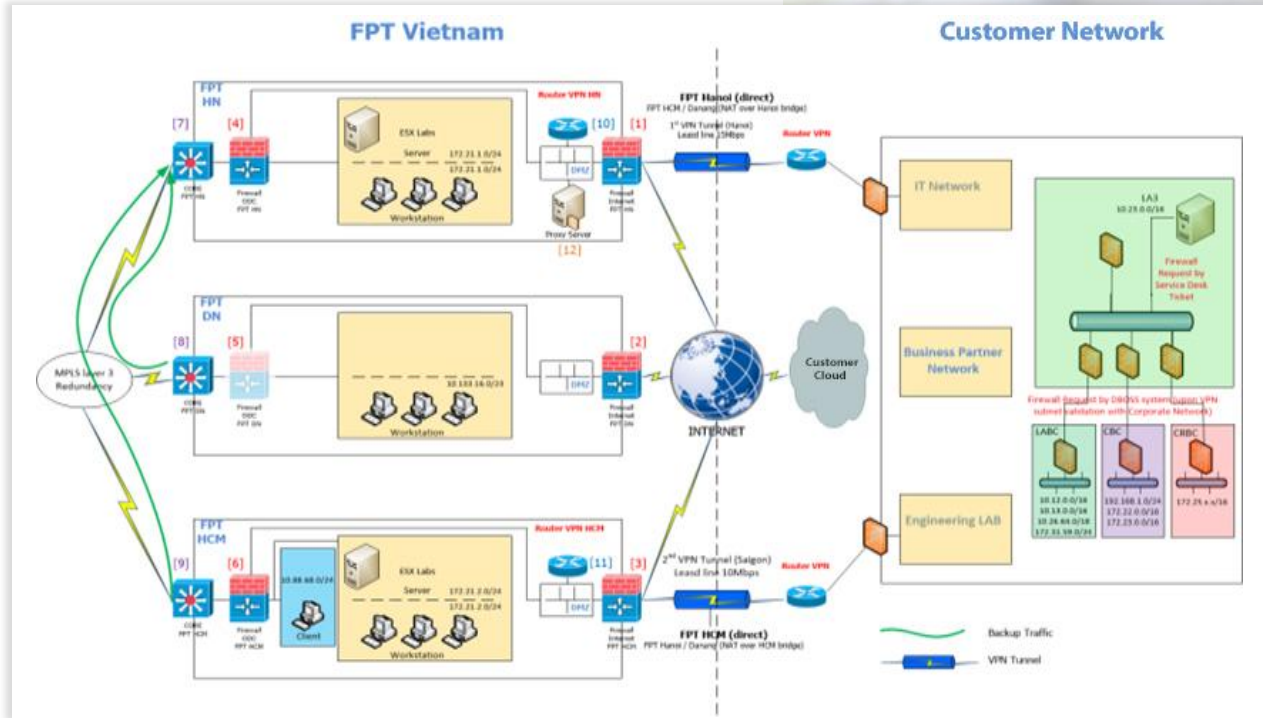
FPT ODC Value Propositions

|	
Largest Pool of Resources in Vietnam	▶ FPT is the largest IT power-house in Vietnam, possessing 14,000+ resources, giving Customer access to a great pool of capability ▶ As a giant in Vietnam, FPT offers the biggest market presence and attraction to IT resources in the labor market ▶ FPT university with more than 21.000 IT bachelor's, promotes every year over 5.000 IT resources
Agility in Scaling Up or Down	▶ FPT offers significant advantage in scalability where FPT is able to ramp up rapidly or ramp down depending on Customer's need ▶ FPT ODC facilitates customer a shorter "time to market " of IT projects
Maturity in both Processes, Practices and Standards	▶ FPT has successfully established & operated many ODC for clients from multiple vertical domain ▶ Tailored & flexible working model with global presence ▶ Sustainable ODC are built on robust foundations of mature service level, processes, and practices (CMMI level 5 v1.3 & ISO 27001)
Technology & Digital Readiness	▶ Our technology level has been cultivated through years of working with many global clients across the world, giving FPT an edge to become Customer's technical extended arm
Cost Effectiveness and Knowledge Retention	▶ Enable Customer to drastically convert fixed costs to variable costs (greater variability in expenses) ▶ FPT guarantees in ODC knowledge retention for life cycle of projects ▶ FPT offers satisfying quality-to-cost, thanks to our diligence, experiences and productivity (feedback from FPT's clients)
Professional and commitment with great services attitude	▶ A much more pleasant customer experience. We talk less and do more.
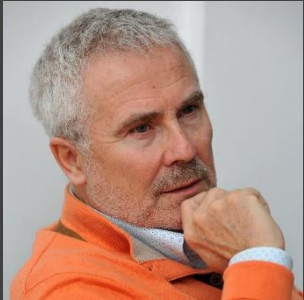
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