



TURNING YOUR SUPPLY CHAIN INTO A COMPETITIVE ADVANTAGE

Esperanto

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- ✓ 170 countries
- ✓ 125 supply chain processes
- ✓ 63 major hubs
- ✓ 560 supply chain components
- ✓ 31,000 trading partners
- ✓ 85,000 users
- ✓ 3.7 billion transactions

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Our Global Footprint



Leading Canadian Transportation Company Launches its B2B-EDI Program by Leveraging QLogitek's BizTalk Consulting Services

A leading Canadian transportation services company in North America, Traffic Tech Inc., is deploying its B2B-EDI program for enhanced trading partner collaboration with the help of QLogitek and its BizTalk Server B2B Consulting Services. Traffic Tech Inc., a leader in the handling of the movement of goods, warehousing, and inventory, was using BizTalk Server as a tool for its enterprise application integration (EAI) projects. As part of its growth strategy the company sought to increase the value of its BizTalk investment by leveraging its involvement to integrate its vast trading partner community through B2B-EDI. With a complex supply chain involving multiple trading partners contributing to the efficient movement of goods, the company realized that a platform that provides end-to-end visibility and integration of supply chain data could offer immense benefits; for example, greater visibility resulting in more timely deliveries.

As a global transportation network leader that has influence across all modes of transport, the opportunities and challenges for seamless integration are significant. With this in mind, Traffic Tech Inc.'s CIO, Neil Arnott, specifically determined that rapid on-boarding of trading partners would be a key requirement to the success of a B2B-EDI program. Another important element in his consideration was the ability to deploy the platform from scratch.

"Traffic Tech is being approached by its customers on a regular basis to create interfaces with them. We

wanted this to be simple, with a consistent approach, and a relatively painless process on both sides. With BizTalk, and the system provided by QLogitek, we are on our way to making that a reality," said Arnott.

Traffic Tech Inc. turned to QLogitek to quickly assess the viability of its existing BizTalk Server investments to support the desired optimal integration. This included assisting the company with establishing a system architecture and design for B2B-EDI using BizTalk Server based on QLogitek's knowledge of the platform. The project also included assistance in system configuration and documentation. Both I.T. and business stakeholders were consulted in order to ensure a thorough assessment. The key outcome of the project was its ability to equip the company to leverage BizTalk Server for all aspects of the B2B-EDI integration of its demand and supply chain trading partners.

"We are glad to have quickly turned around a B2B-EDI assessment and architectural schema for Traffic Tech Inc., a key player in the Canadian logistics space," said Isa Qureshi, EVP and COO at QLogitek. "This is a fast-growing company with a remarkable history of growth. We are pleased to assist it in providing even greater value to its customers who rely on its best of breed transportation services."



Featured Service:

QLogitek BizTalk Services
www.qlogitek.com/ms-biztalk

Project Delivery Services and I.T. Resourcing are Already a Hit with Clients

In August, QLogitek announced its acquisition of High-Tech Consulting Inc., a leading global provider of I.T. services. This move was with the strategic intent of fulfilling a growing set of needs driven by client demands and also to take the company back to its roots of providing project delivery services and I.T. resourcing. QLogitek is pleased to share that this reinvigorated line of business has been a hit with clients; three Canadian enterprises have already chosen QLogitek's services to assist them in increasing their in-house productivity.

Amongst QLogitek's end-to-end project delivery services are application design and development, enterprise systems integration, and maintenance. These services can be tailored to span the entire life-cycle of a project or specific phases. The success of QLogitek's project delivery model can be largely attributed to two factors. The first is our deep domain expertise in designing and delivering enterprise I.T. applications and the second is our cooperative project planning process. The latter allows QLogitek's clients to become directly involved in establishing the project plan, deliverables, and timelines. "Our clients have expressed high satisfaction with cooperative project planning

because it serves as a forum for the exchange of expertise and progress feedback between QLogitek's technology resources and their in-house project staff," said Shekhar Patil, Executive Vice President of Information Technology Services at QLogitek.

On the I.T. resourcing side, 25 years of experience in fulfilling global technology staffing needs have been brought to QLogitek. With over 250 consultants carrying out projects primarily in Canada, the United States, the United Kingdom, and India, QLogitek is able to quickly and effectively fulfill its clients' needs through both part-time and full-time resourcing contracts. Most importantly, QLogitek treats resourcing relationships with its clients as partnerships; deployment of the most cost-effective and schedule sensitive solutions are pursued in order to drive organizational results.

Featured Services:

Project Delivery
www.qlogitek.com/project-delivery

On-Demand I.T. Resourcing
www.qlogitek.com/IT-resourcing



OTHER UPDATES:

QLogitek Welcomes New Executive Team Members!

Shekhar Patil and Enzo Porporo have joined QLogitek's Executive Team, as Executive Vice Presidents of Information Technology Services and Client Services respectively.



Shekhar is responsible for overseeing I.T. resourcing and project delivery services. He founded High-Tech Consulting Inc. and Sterling I.T. Solutions, an infrastructure-centric business. He has been involved in a number of I.T. companies in the U.S. and Canada in both advisory and consultancy capacities, assisting these companies in catering to staff augmentation and project delivery, both on and off shore.



Enzo is responsible for client services and new business development and maintains over 30 years of senior global sales experience with Fortune 500 companies. Along with possessing extensive experience in customer acquisition, he has lead cross-functional teams and has managed complex account implementations in both the Canadian and U.S. markets.

Teeing-Off at Our Annual Customer Appreciation Event

On September 15th, QLogitek customers came out to Angus Glen Golf Club in Markham, Ontario, to tee-off as part of QLogitek's annual customer appreciation event. Below is a photo of the event's winning team. We thank our customers for their ongoing support and look forward to providing you with another year of outstanding service.



From left to right. Kenneth Baik (QLogitek), Bruce Orrell (Blockbuster Canada), Isa Qureshi (QLogitek), Jonathan Alpert (HDS Retail North America), Jijesh Devan (QLogitek), and Mario Bartolozzi (HDS Retail North America).

Microsoft
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Custom Development Solutions
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Hosting Solution Specialist

Microsoft
Small Business
Specialist



Finalist



QLogitek a Hosting Solutions Partner of the Year Finalist for Microsoft's 2010 IMPACT Awards

QLogitek was selected as a finalist in the Hosting Solutions Partner of the Year category for the 2010 Microsoft Partner Network IMPACT Awards. This was for a Software-as-a-Service (SaaS) product lifecycle management system that it developed for one of the world's largest purchasers of alcoholic beverages. "We are pleased to receive this recognition for developing and providing 24X7 hosting and support for a system that empowers organizations to source new products from global suppliers online, in a cost effective, timely, and efficient manner with the end result of driving consumer satisfaction and increasing new product revenue," said Isa Qureshi, COO and EVP of QLogitek.

"Technology partners are at the core of Microsoft's business and we've always relied upon their commitment to infinite possibilities to provide the foundation for delivering truly innovative solutions to the marketplace," said Corinne Sharp, National Director, Canadian Partner Network, Microsoft Canada Inc. "We are pleased to celebrate the outstanding solutions of industry leaders like QLogitek at the Microsoft Partner Network IMPACT Awards." QLogitek was honoured at an awards ceremony that took place in Toronto on November 9th.



Featured Product:

Product Lifecycle Management System
www.qlogitek.com/PLMS

Microsoft and QLogitek Deliver Leading Insight on Emerging Cloud Technologies

On October 7th, Microsoft Canada and QLogitek teamed up for a learning event entitled *Accelerate Your B2B Supply Chain in the Cloud*, to provide leading insight on how emerging Microsoft technologies can be leveraged to gain further efficiencies in the cloud. The focus was on Windows Azure, BizTalk Server 2010, and QLogitek's SaaS applications. This was timely and highly appropriate given Microsoft's recent push to move its partners and customers to the cloud and given QLogitek's standing as a unique Microsoft partner that has been delivering SaaS cloud applications for the Canadian retail and consumer packaged goods industries since 1999.

Isa Qureshi, QLogitek's Executive Vice President and COO, highlighted areas of technology focus for retail executives in 2009 and 2010. Supply chain automation continues to be the largest area of interest for retailers' technology investments. EDI automation amid Tier 1 and 2 North American retailers is still less than 50% deployed, and continues to pose a bottleneck for business growth. However, leading retail organizations have achieved "clean data" programs and are leveraging their EDI automation to shift to "data insight" projects. Qureshi explained that major spend areas are now in business intelligence (BI) and, to complement this exciting reality, QLogitek is leveraging the Windows Azure platform to develop SaaS BI applications.

Jamie Wakeam, Windows Azure Platform Strategy Advisor at Microsoft Canada, explained why organizations should look at the cloud, referring to the cloud's scaling capabilities, its ability to provide automated service management, its high availability,

and its multi-tenancy. Currently, 9,000 customers have moved to the Azure platform, including McDonald's, The Home Depot, Philips, Pitney Bowes and Eddie Bauer. Wakeam indicated that IDC sees the Azure Services Platform as a first step in a long evolutionary path, moving them from self-hosted I.T. to consuming a hybrid of both internally and externally hosted services. If desired, the platform could eventually support a fully outsourced model. Also according to Wakeam, "QLogitek is embracing Windows Azure in a hybrid architecture allowing key workloads to take advantage of elastic computing while the appropriate traditional workloads stay on premises. This thoughtful alignment with the cloud will continue to position QLogitek with a competitive advantage over competitors."

Peter Kelcey, Principal Technology Specialist at Microsoft Canada, described Microsoft's recent 2010 release of BizTalk Server as a 'gateway to the cloud'. With new inbound and outbound technology adapters, the platform contains heightened ability to increase the flow and the speed at which information is exchanged between enterprise applications and trading partner communities. The end result is greater business visibility, leading to faster and better decisions, quicker customer response times, and reduced costs in a number of areas. QLogitek is one of select Microsoft beta partners worldwide to have participated in the release of BizTalk Server 2010.

QLogitek and Microsoft look forward to organizing future cloud-centric learning events.



Isa Qureshi
Executive Vice President & COO
QLogitek



Jamie Wakeam
Windows Azure Platform Strategy Advisor
Microsoft Canada



Peter Kelcey
Principal Technology Specialist
Microsoft Canada