

Our Mission: *Your* Success

hanu



Global Sourcing for Success

Addressing Your Expectations

Every organization is different, with unique challenges and opportunities. And yet, most companies today are working toward similar goals:

- » accelerating time to market
- » containing costs
- » reducing risk

Over the last decade, outsourcing has proven to be a viable strategy for more effectively delivering results—particularly for business processes and functions. But for some companies, outsourcing has also proven frustrating when service providers miss the mark.

If you are seeking a true partner—one that will deliver the collaboration you need, the value you expect, and the quality you demand—turn to Hanu.

Hanu provides high-quality, high-value software development and business process outsourcing (BPO) services to independent software vendors (ISVs) and enterprises.

Hanu understands and appreciates your high expectations for:



Quality Whether you're seeking a partner for software development, business process outsourcing, or both, Hanu delivers support that's nothing short of world class.

Productivity Cost pressures have never been greater. Hanu can provide services and support you need in a highly flexible, efficient, and cost-effective manner.



Visibility When you entrust a project or process to a third party, you want absolute assurance that timing and budgetary goals will be met. Hanu provides a superior level of transparency into project progress and status—so you can be assured that the initiative is on track and quickly identify and mitigate any issues that may arise.



Security Keeping company and customer data safe and private is more important than ever. Hanu maintains not only technology but also processes to ensure information security.



Communication Hanu is highly accessible and responsive to your needs—combining regularly scheduled communication with frequent ad-hoc conversations by phone or online.

Strategic Support Hanu does more than take orders. Equally important is our ability to serve as a trusted advisor, providing consultative support at every step of the process.



*“Hanu is a team of consummate professionals, thought leaders and subject matter experts. They are committed to **total quality management** and are always looking for ways to make us a better company through enhancement of our products and services.”*

*— Jennifer Marcy,
General Manager,
Arbita*

Integrated Outsourcing

A Single Source for Software Development and BPO.

BPO clients value our ability to not only perform processes, but also to automate them with value-added software tools. Just as important, software development clients benefit from our BPO capabilities, which can help them to enhance the efficiency and reduce the cost associated with a variety of business processes.

Software Development Services

With a strategic focus on and commitment to Microsoft technologies, Hanu offers flexible, cost-effective access to top-notch development resources. Those include our human resources—developers, testers, and project managers who are skilled not only in our target technologies but also in agile development methodologies. Our resources also include our collection of pre-assembled software components, our reusable engineering tool set, and our reusable architectures—all of which dramatically improve the speed and efficiency of Microsoft-based development projects.

Technology Services

- » Product Lifecycle Management
- » Migration and Re-engineering
- » Quality Assurance and Testing
- » Dedicated Offshore Technology Center



Industry Focus

Hanu works with a range of organizations—from startups to midsize enterprises—in the following market sectors:



HEALTHCARE



MEDIA & ENTERTAINMENT



EDUCATION



ISVs



We also have cross-industry experience with information archiving and e-discovery.

Business Process Outsourcing

For a more effective, flexible, and cost-efficient approach to offloading and optimizing business processes, trust Hanu. Our team stands ready to work with you to understand, implement, and continually improve your current processes.

Hanu's experts have experience with a wide range of processes across numerous industries—and the access to software development capabilities for automating and streamlining them. By collaborating with Hanu, your company can execute business processes more smoothly and cost-efficiently. You also enjoy greater flexibility—so you can more effectively manage peaks and valleys in demand.

BPO Services

- » Data Entry and Data Processing
- » Recruitment Process Outsourcing—including Job Posting, Job Verification, Initial Applicant Screening, and Metric Reporting
- » Loans and Mortgage Processing
- » Real Estate Appraisal Data Entry
- » Web-Based Market Research
- » Customer Support—including Email Support, Online Chat-Based Support, and Help Desk and Technical Support
- » Procurement and Purchasing Support
- » Accounting and Financial Back-office Processing

Experience a Higher Standard

Superior Quality.

Hanu's superior people, processes, and technology are the foundation of our world-class software development and BPO services.

Derived from SEI-CMM and ISO standards, Hanu's Quality Management System (QMS) defines our project management and software processes. It formally documents project management and engineering processes; waterfall, iterative, and agile development methodologies; and best practices throughout all phases of development.

Exceptional Ease of Doing Business.

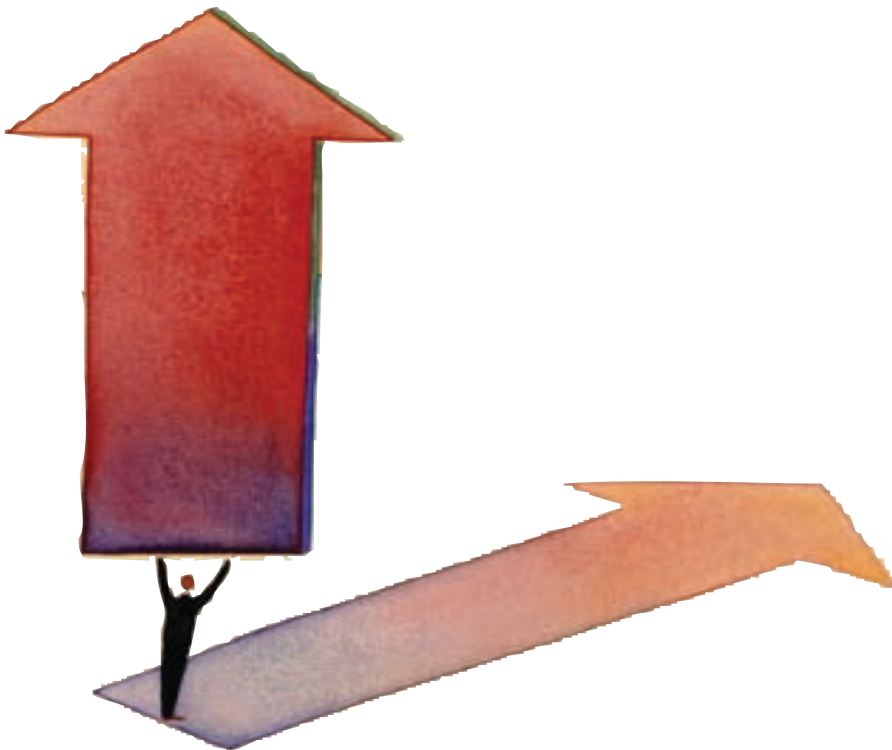
Hanu's highly transparent approach never leaves you guessing. Hanu continuously communicates and collaborates—ensuring that your project flows smoothly and your goals are always met.

Proven Partnership.

Hanu forms a strong partnership with every client. Seamlessly integrating our capabilities into your day-to-day operations, we become as invested in your success as you are.

*"It's refreshing to have development partners who **simply get the job done**. The way they communicate throughout the process creates a level of comfort as though they are down the hall working in your outer office."*

— Brice Carrington,
CEO, Ultimate FX



People Focus. Superior Results.

Since our founding in 2002, Hanu has built a successful business by focusing on a simple yet compelling mission: **supporting our clients' success.**

We do so through careful, strategic investments in technology, process, and—most significantly—people. Indeed, Hanu's people are our greatest strength. They're our clients' "secret weapon" for high-quality software development and business process outsourcing support. As our client, you benefit from:

Top talent.

Hanu recruits professionals from top companies and educational institutions. We handpick individuals who offer not only top-tier academic and professional credentials, but also who share our passion for and commitment to meeting client needs.

High satisfaction.

By providing our team with an optimal work environment, we foster high employee satisfaction that translates directly into better quality, service, and results for our clients.

Continuous improvement.

We make significant investments in professional development—helping ensure that our professionals maintain up-to-date technical skills while sharpening their business acumen. Just as important, we require all employees to participate in the continuous improvement of our business—from internal processes to customer service.

Performance management.

Through a disciplined approach to performance appraisal, we identify leading contributors and work diligently to foster and retain their skills.



Hanu's Core Values

From corporate strategy to day-to-day operations, everyone within Hanu works tenaciously to support our clients' success. To guide our decisions and actions, we adhere to our "R.O.C.K." company values:

Respect for the Individual.

At Hanu, we treat everyone—employees, customers, and vendors—with respect and professionalism.

Open and Transparent Environment.

Our culture promotes fairness in action, free flow of ideas, outside-the-box thinking, and an ideal blend of self-expression and teamwork.

Customer Satisfaction.

In decisions and actions large and small, we always put our customers' needs before our own. We aren't ashamed to admit that we're obsessed with honoring our commitments and satisfying our customers.

Kaizen – Continuous Improvement.

Day after day, we continuously seek opportunities to enhance our services and ourselves. We aim for betterment at the individual and organizational level—all with a goal of delivering groundbreaking results to our clients.

*"We now have a
**flexible development
model that
incorporates internal
and external resources
that delivers a
significant competitive
advantage."***

*— Vladimir Bien,
President, Etrac*

About Hanu

Leveraging best-in-class people, processes, and technologies, Hanu provides high-quality, high-value software development and business process outsourcing services to independent software vendors (ISVs) and enterprises. Founded in 2002, Hanu is dedicated to developing effective outsourcing partnerships with clients in order to accelerate time to market, reduce operational cost, and empower them to devote more time to their core business.

YOUR NEXT STEP: Discover how Hanu can accelerate the success of your business. Contact us today:

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