

City of Sidney Building Purchase
812 13th Ave
Fact Sheet

- All property taxes will still be collected on the building
- Funds to purchase the building are coming from current available funds in the electric department
- The property tax mill levy to fund the City's operating budget remained unchanged last fiscal year
- Assessed property values for residential properties decreased 11.49% from 2017 to 2018
- There will be no increase in taxes or electric rates to fund the purchase of the building
- A rate study in 2015 was completed and implemented a 2-phase increase in 2016 and 2017
- Previous increases in electric rates were completed in 2 phases in 2016 and 2017
- The rate increase was designed to cover the costs associated with the new transmission fees being charged by the City's electric wholesaler (MEAN), which was the basis for the City's lawsuit by MEAN, which the State Supreme Court ruled against the City approximately 6 months ago
- The tenant of the building pays all operating costs associated with the building – utilities, maintenance, insurance and property taxes
- The building is an investment for the City; appraised at over \$1.5 million, not including the parking lot on 14th and Illinois and all the furniture, fixtures and equipment inside the building making the total estimated value over \$2 million, making this a good investment
- Revenue generated from the property, from rent or sale of the building, will go back to the electric fund
- The City will inherit the lease with UST Global, which is in place until August 31st, 2021 with a 2-year renewal option at the end of the 3 years
- UST Global is required to create new jobs per the lease agreement
- They must employ no less than 50 people by July 31st, 2019
- They must employ no less than 100 people by March 30th, 2020
- If the job creation numbers are not met, a rental fee of \$5,220 for each job that is not created is due
- The City has been in the real estate industry by owning over 70 acres of land at the industrial park at the intersection of Highways 30 and 385 to promote development activities
- It is common for a city to own sites and buildings to encourage growth and development
- There have been no signed offers on the building, the asking price is attractive to investors, which risks losing the tenants and the new jobs



**UST Healthcare Platform
Solutions (HPS)
Partnering with Sidney, NE**

SIDNEY
NEBRASKA

UST Global[®]

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ABOUT UST GLOBAL

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OUR HEALTHCARE CAPABILITY

3

OPPORTUNITY - SIDNEY, NE

4

STAFFING PLANS – 2019 for SIDNEY, NE



About UST Global

Who We Are – Digital Partner for Large Enterprises

- 23,000+** employees accelerate scalable digital impact
- 25** countries provide a base for UST Global to operate from
- 3 Billion** lives touched by 2020
- 4** weeks to create Digital MVC in our innovation labs
- Fortune **500** We work with the largest enterprises in the world
- 5,000** American women & military veterans employed by UST Global by 2020 is our Vision



- ❖ Delivery centers in **India, USA, Mexico, Spain, UK, Poland, Malaysia, Philippines, and Singapore**
- ❖ Nearshore centers in **Spain and Mexico**
- ❖ Rural sourcing with **Step IT Up America**

Our Global Presence Ensures Seamless Delivery





Office Locations

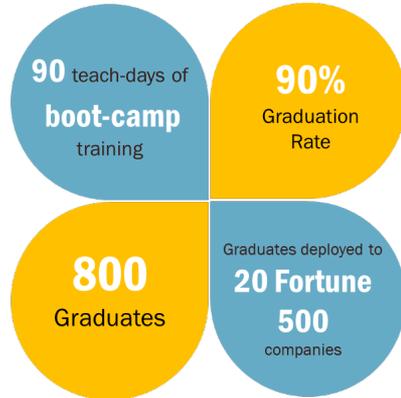


Xpanxion Corporate Profile

- Founded in 1998 in Atlanta, GA
- Software Engineering Services (full lifecycle development and QA)
- Healthcare Operations Support
- Approximately 600+ employees worldwide
- Six US locations
 1. Metro - **High-touch onsite**
 2. Rural - **Full SDLC—Client POC**



Step IT Up America™ program transforms Minority Women and Military Veterans into technology professionals, thus unlocking new opportunities and changing lives while developing technology talent.



UST Global received the ESGR Pro Patria Award 2017, one of the highest awards in USA in support of military veterans through Step IT Up America™

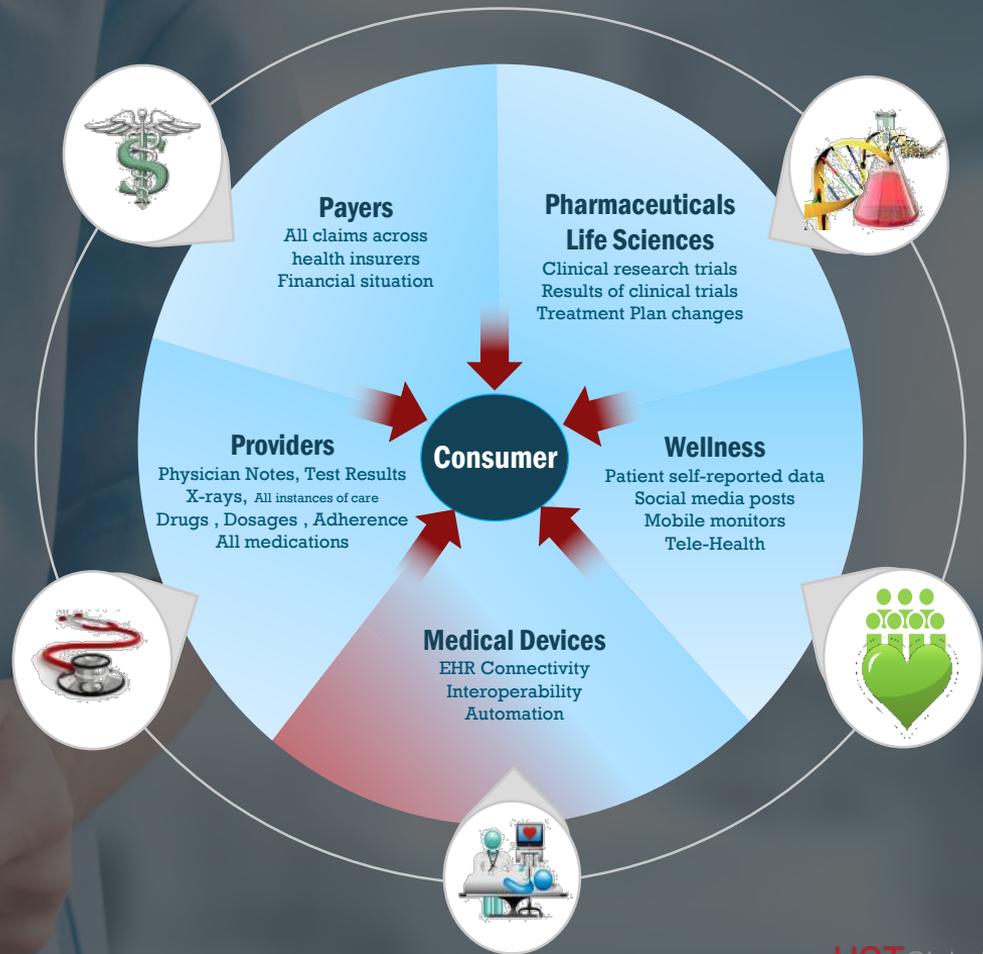
<https://www.youtube.com/watch?v=OBx9JnyVXBY>



UST Global was awarded the Top Employer Award for 2018 and 2019 certifying our excellence in employer practices

<https://www.top-employers.com/en-US/companyprofiles/us/ust-global-usa/>

Healthcare Practice and Platform Solutions



UST Global Healthcare Practice Overview

Largest vertical in UST Global with focused solutions and offerings to enable customer growth through foundational and differentiated capabilities in the evolving Healthcare digital ecosystem



4,500+ associates



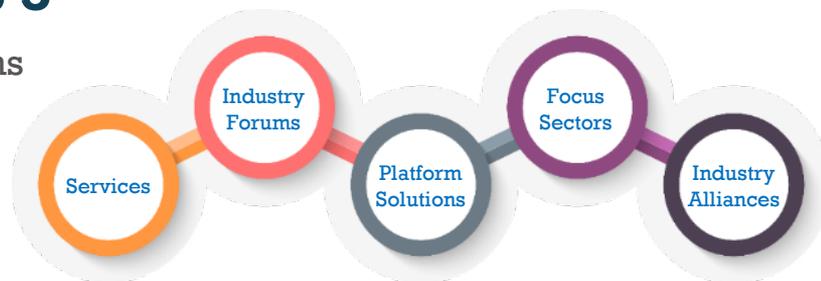
Client base includes
4 out of top 5 US health plans



Contributes around **25%** of Revenue

18

+ years of continuous service to healthcare clients



What do We Want to be Know for in 2020!!



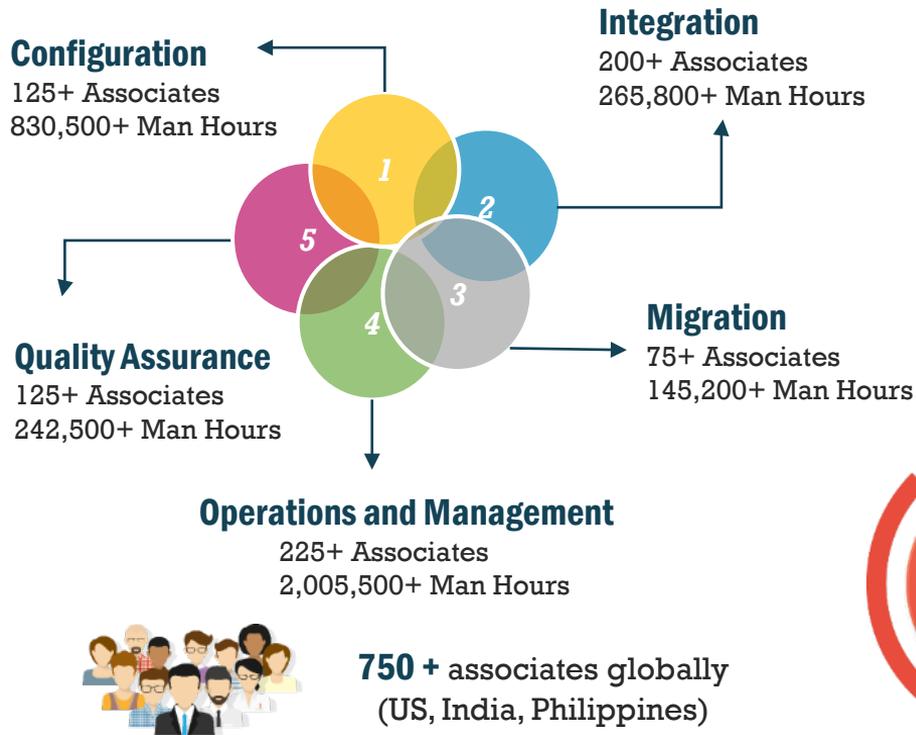
**Market Leader in providing end to end
Platform Based Services**



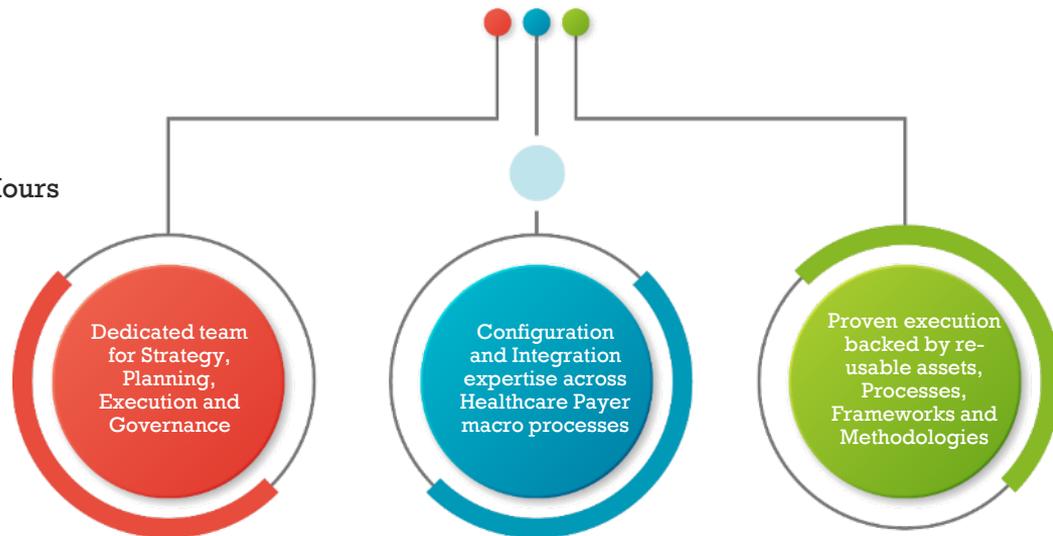
**Recognized by Gartner, Forrester and
ISG as the fastest growing company
providing Platform Based Services**

Healthcare Platform Solutions (HPS) Centre Of Excellence

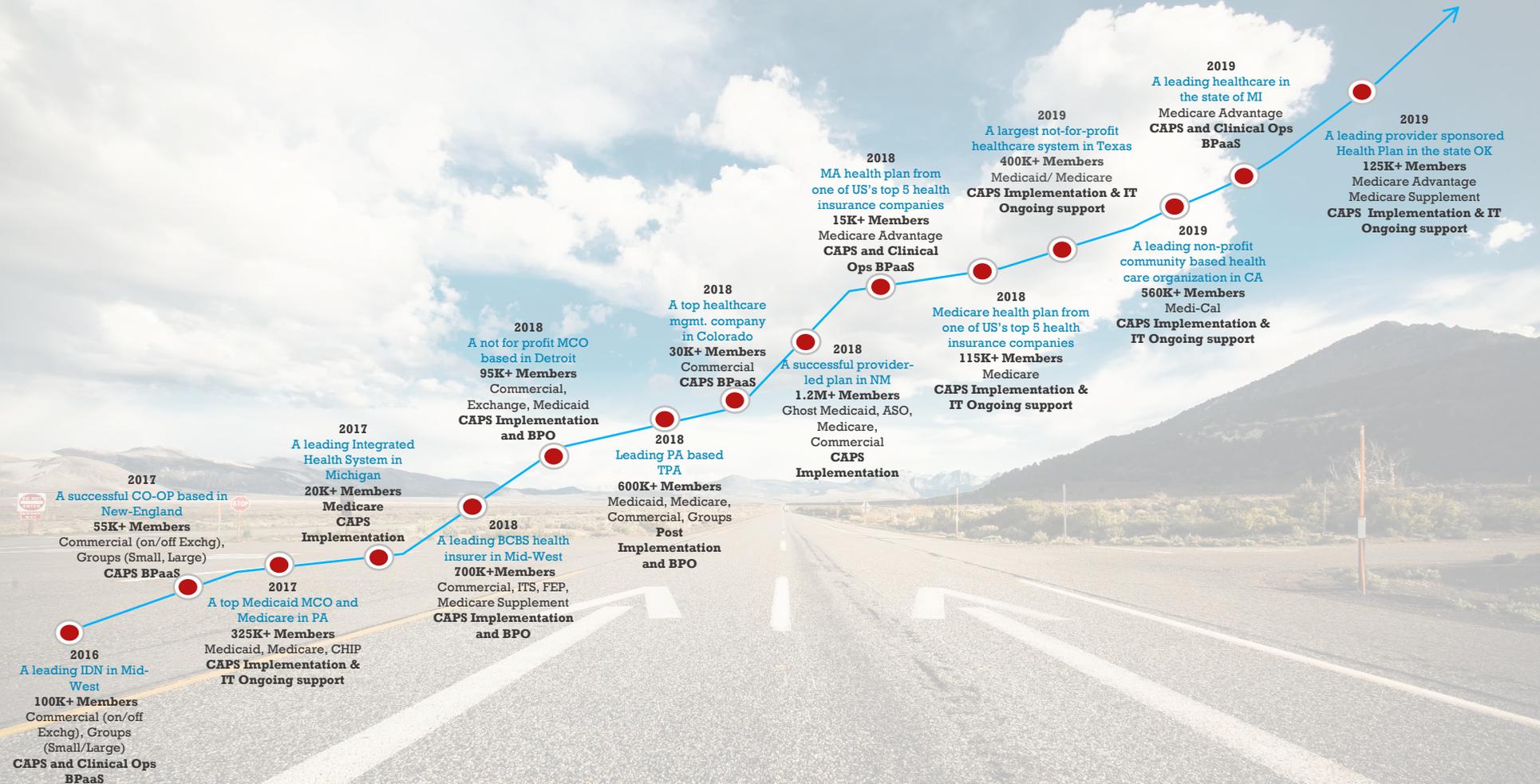
HPS Leadership team with 20+ years of average US Healthcare experience



HPS Center of Excellence for HealthRules



Our Clients



HPS BpaaS Operations

- Locations spread across 3 Continents providing onshore and offshore support
- Best in Class Infrastructure ; Ability to support at client timings across continents
- Ease of access to skilled staff including clinicians ; Capacity for ramp-ups
- Security: ISO 27001/BS7799 compliant with intra and inter-city BCP mapped for each project
- HIPAA compliant - Dedicated facility for BPO operations, State-of-the-art Training infrastructure



Manila, Philippines



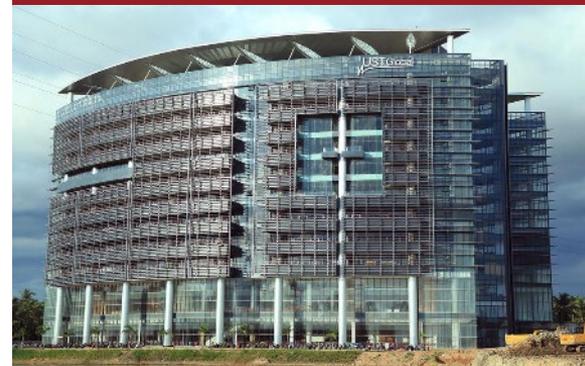
- Total Area : 45,837 sq. ft.
- Total Capacity : 800 seats
- Capacity for ramp-ups: This center has a total available capacity of 800 seats and has adequate free capacity to house ramp ups for future engagements
- Security: ISO 27001/BS7799 compliant with intra and inter-city BCP mapped for each project
- HIPAA compliant - Dedicated facility for BPO operations, State-of-the-art Training infrastructure

Chennai, India



- Total Area : 94,000sq. Ft.
- Total Capacity : 1000 seats
- Capacity for ramp-ups: The proposed location has a free capacity of more than 400 seats and has adequate capacity to house new expansion
- Security: ISO 27001/BS7799 compliant with intra and inter-city BCP mapped for each project
- HIPAA compliant - Dedicated facility for BPO operations, State-of-the-art Training infrastructure

Trivandrum, India



- Total Area : 244,121 sq. ft.
- Total Capacity : 8000 seats
- Capacity for ramp-ups: The proposed location has an free capacity of more than 200 seats and has adequate capacity to house new expansion
- Security: ISO 27001/BS7799 compliant with intra and inter-city BCP mapped for each project
- HIPAA compliant - Dedicated facility for BPO operations, State-of-the-art Training infrastructure

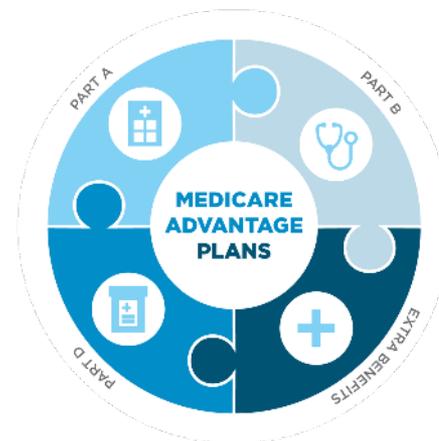


Why SIDNEY, NE?



Affordable Care Act (ACA)

Medicaid with 20+ million additional enrollees with state expansion



MEDICARE ADVANTAGE

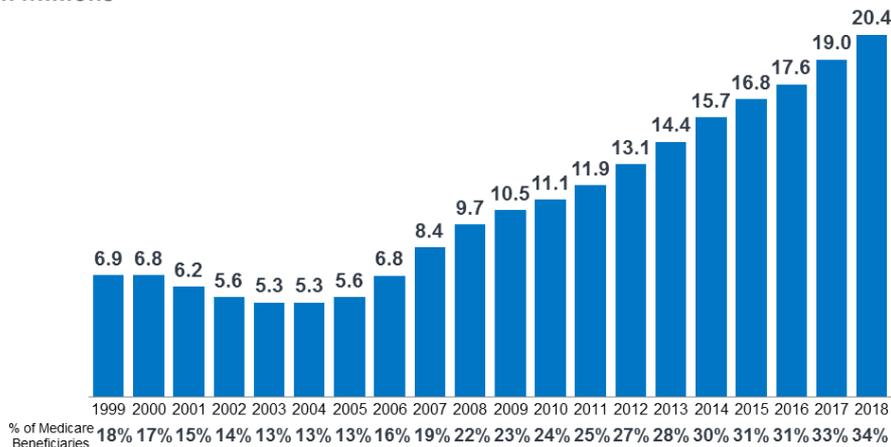
Increase in MA population as more than 10,000 Americans age into Medicare every day

Market Drivers - Government Sponsored Healthcare (2/2)

In 2019, Fourteen insurers will be entering the Medicare Advantage market for the first time offering products in 26 states. Nationwide, **2,734** Medicare Advantage plans was available for individual enrollment in 2019 – an increase of **417** from 2018.

Total Medicare Advantage Enrollment, 1999-2018

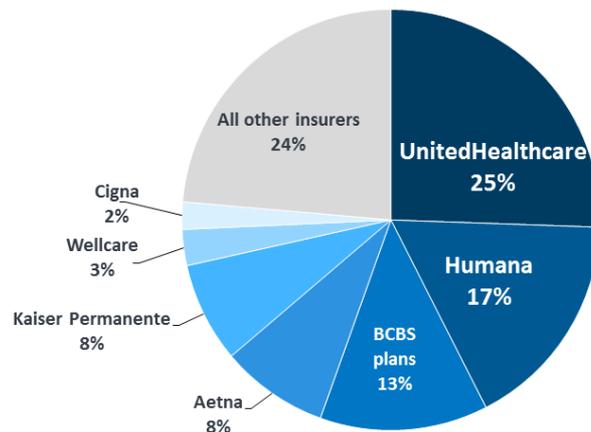
In Millions



NOTE: Includes cost plans as well as Medicare Advantage plans. About 61 million people are enrolled in Medicare in 2018.
 SOURCE: Kaiser Family Foundation analysis of CMS Medicare Advantage enrollment files, 2008-2018, and MPR, 1999-2007; enrollment numbers from March of the respective year, with the exception of 2006, which is from April.



Medicare Advantage Enrollment by Firm or Affiliate, 2018



Total Medicare Advantage Enrollment, 2018 = 20.4 Million

NOTE: All other insurers includes firms with less than 2% of total enrollment. BCBS are BlueCross and BlueShield affiliates and excludes Anthem BCBS plans. Anthem includes BCBS plans (3% of total enrollment) and other plans (1% of total enrollment). Percentages may not sum to 100% due to rounding.
 SOURCE: Kaiser Family Foundation analysis of CMS Enrollment files, 2018.





Considering the PHI Compliances and ensuring PHI related data exchanges, Government based healthcare require onshore resources



Changes to US Immigration Policies making it harder to bring SME's from Manila and India to US



Partner "Next Door" - helps strengthen relationships and bring transparency

Develop an Onshore Outsourcing center at the USA to cater the needs to our Customers

Opportunity - Sidney, NE



- Low cost entry with \$1 lease
- Access to great Talent and energetic work culture
- Transparency and approachability with City Chamber of Commerce and Economic Development Office
- Same state as the sponsor Healthplan
- Public/Private partnership to help defray startup costs



- Investment in Training
- Challenges in training people on Health Insurance
- Availability of Niche skills
- Scalability to cater business needs

The Opportunity offered by the City Chamber of Commerce and Economic Development Office anchored our decision to choose SIDNEY as location of choice



Services Overview

- Core Administrative Processing System (CAPS) helps organizations reduce costs while simultaneously driving innovation and delivering value to meet and exceed
- customer expectations and satisfaction.

CAPS Services

Population Health Services

Aims at improving health outcomes of a population and normalize influence of Social Determinants of Health.

We address

- Care gaps
- Administrative excess
- Other - inflated, prices, fraud etc.



Activities

- Claims Administration
- Enrollment & Billing
- Plan / Benefit Management
- Membership Services
- Provider Management Services
- Print & Fulfillment Services
- Finance Operation Services
- Contact Center Management
- Appeals and Grievances
- Portal Management

- Medical / Care Management
 - Utilization Management
 - Disease management
 - Case Management
- Nurse Line As A Service
- Patient and Member Outreach
- Customer Service
- Decision support
- Wellness Services
- BI / Analytics

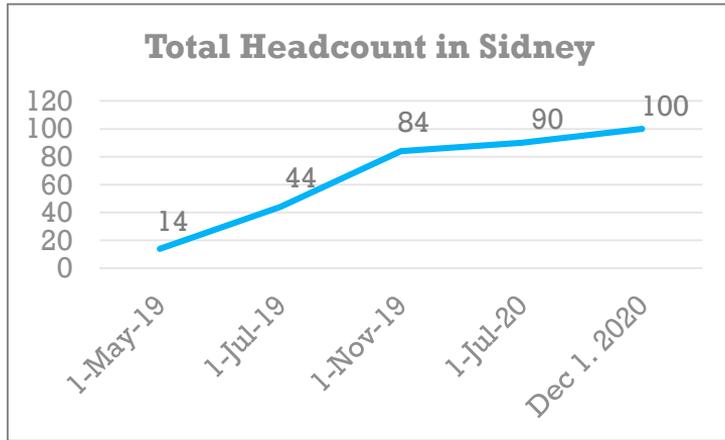


Value Propositions

- State of the art platform suite
- BPaaS (Business Process as a service) Center of Excellence
- Accelerators & Frameworks - Comprehensive asset library

Cost containment
Operational efficiency
Patient /Provider Engagement
Reduced time to enter market

Our Plans for SIDNEY, NE



2019 Staffing (Planned)

Hiring Types	July 2019	Nov 2019
Local Hire	39	74
Transplant	5	10

1. UST is seeding Sidney with Healthcare and management talent from across US to facilitate the growth
2. On the Job Training - 2 Person month of investment made for each hire
3. ~85% Local hire at all levels –
 1. Entry level, Trainer, QA and Leads
4. Growth Opportunity for local hires as we scale operations

THANK YOU

We appreciate your
interest in UST Global



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