

Our way of *ensuring successful outcomes*



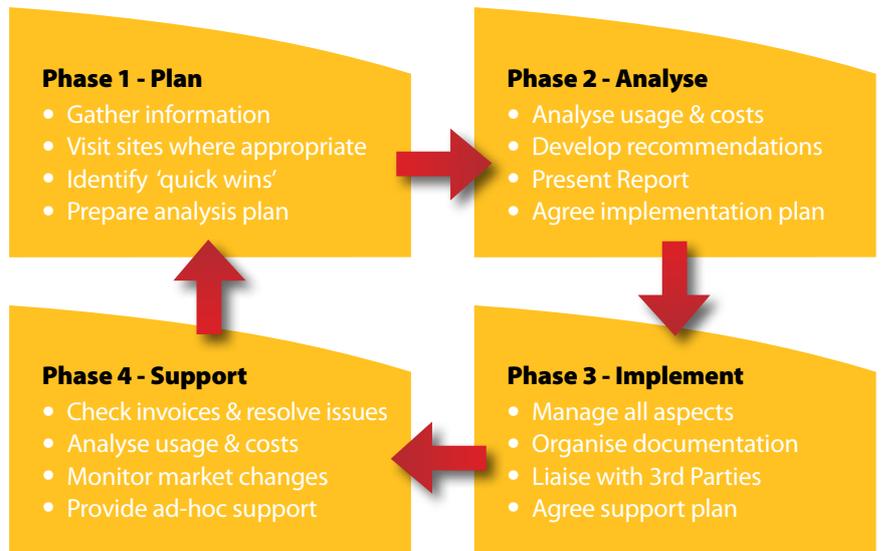
The PAIS process

We follow a four-phase PAIS approach (Plan, Analyse, Implement, Support), which is always tailored to the needs of each individual client, ensuring a professional and personalised service.

Our main objectives are to reduce overall expenditure, maintain the required service levels and enhance efficiency.

Our four-phase approach supports these objectives. It covers all aspects of the client relationship, from initial data collection (starting at the first meeting), followed by development and implementation of our recommendations, through to provision of ongoing support.

The four phases are illustrated in the diagram below.



Phase 1 - Plan

- Gather information
- Visit sites where appropriate
- Identify 'quick wins'
- Prepare analysis plan

Phase 2 - Analyse

- Analyse usage & costs
- Develop recommendations
- Present Report
- Agree implementation plan

Phase 3 - Implement

- Manage all aspects
- Organise documentation
- Liaise with 3rd Parties
- Agree support plan

Phase 4 - Support

- Check invoices & resolve issues
- Analyse usage & costs
- Monitor market changes
- Provide ad-hoc support

In the initial Phase 1 we're working very closely with you and your staff to gain a clear understanding of your business and the current situation. As a result, you are getting an early experience of our diligence and the depth of detail we apply to our work. The trust developed at this time is an essential component of our approach to the remaining Phases 2, 3 & 4. Here, we're working on your behalf to negotiate the best possible arrangements with your suppliers, checking your ongoing usage & invoices and resolving any issues, while keeping you fully updated every step of the way.

The result is a fully informed client at every stage of the process and real savings contributing directly to the bottom line.

"I am most impressed with their dedication and personable approach. Forever ferreting for the best option for us"

Anne-Marie Naylor
Hart Shaw LLP