

Business Overview

Acal Supply Chain Holdings Limited is the leading independent provider of service parts supply-chain solutions in Europe. Within the group leading brands Acal Supply Chain Limited (formerly EAF Ltd and ServiceSource Ltd), ATM Parts Ltd, CPI Ltd and EAF GmbH implement service parts supply-chains for some of the leading technology OEM's and service providers.

By leveraging inventory across multiple customers Acal is able to offer its clients innovative approaches to inventory take on and ongoing operational service part supply-chains. Group revenues during 2009 will exceed €100 million.



Today Acal Supply Chain is undergoing a period of integration, utilising best practice from all of the group companies.

We are working with our key clients across the group and are focussed on bringing over 70 years of experience together in one single supply-chain company. Our goal is to ensure all of our clients including Unisys, IBM, Computacenter and Sun Microsystems continue to enjoy a flexible, innovative and quality service part supply-chain across the EMEA theatre and beyond.

What we do



Strengths and Core Values

Acal's ongoing success and growth is maintained by focusing on our core strengths and values that include:

- Listening to and working closely with our customers
- Delivering a service the customer needs
- Building and maintaining strong relationships
- Focussing on quality
- Continuing to invest in our people

Infrastructure

Acal Supply Chain has a large operational footprint across Europe to support its pan European customer base. This in turn is supported by Acal PLC, who operate globally, and provide access to a true global supply-chain network:



The Acal Solutions Approach

Acal has always endeavoured to build bespoke solutions to suit the customer's requirements. We recognise that the delivery of any end to end service solution may involve:

- Hardware Spares Support
- Logistics Management
- Inventory Management

By partnering with organisations with specific skills, Acal is able to deliver these services with a flexible core business model.

Our solution designers work closely with clients to understand their specific needs on a contract or line of business basis. The

outcome is the design of end to end solutions that utilise the most relevant and cost effective support service components required. These values and support services have enabled Acal to deliver a cohesive end to end solution to its clients with full SLA management responsibility.

Core competences

Acal's group companies have over a period of the last 16 years developed an enviable competence in technology supply-chain, based on the fundamental belief in listening to our customers and understanding their specific needs.



“We have through the years evolved and honed skills around managing the entire end to end service part requirement for our clients”

Inventory Management

The aim of Acal inventory management competence is to ease the pressures experienced when dealing with complex inventory ownership and inventory availability requirements.

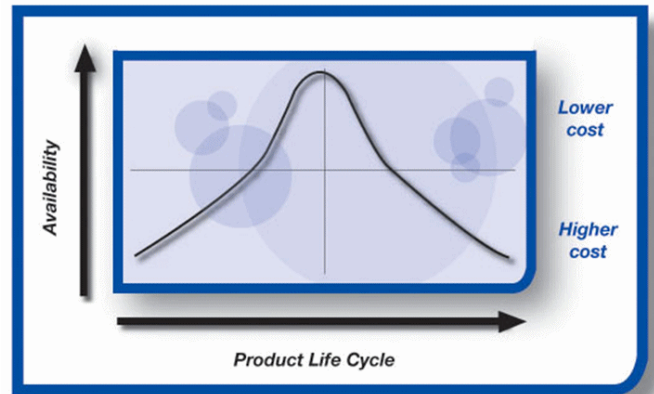
As well as having a flexible approach to inventory financing, Acal is able to work with both VMI (vendor managed inventory) and VOI (vendor owned inventory) models ensuring that our clients inventory risk is minimised for new contracts, and leveraged for existing and ongoing inventory requirements.

With an understanding of which stage a product is within its lifecycle, Acal's technical procurement team is able to source product globally and offer alternatives where appropriate, ensuring a consistent SLA is delivered at a competitive price.

Acal inventory planning competence ensures that working capital requirements are kept to an absolute minimum and stock is appropriately positioned for maximum efficiency and cost savings.

Life Cycle Management

Life Cycle Management involves reviewing the service contract as a whole and ensures that the provision of service parts within the contract duration is monitored to ensure efficient and cost effective service delivery. End of life, excess inventory and recycling responsibilities are handled by us ensuring clients stay focused on end client customer satisfaction.



Continuous Improvement

Acal believe in continually evolving its service delivery methodology with all its customers by having a CIP (Continuous Improvement Program) applied. Through its account managers, Acal works closely with its customers to identify key cost drivers for a contract and mutually defines an improvement plan to proactively reduce cost and share the resultant benefits. This can be as simple as the provision of detailed analysis of usage data for customer chargeable events, or the continual redesign of the solution to ensure the application of best in class and up to date support chain knowledge.

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