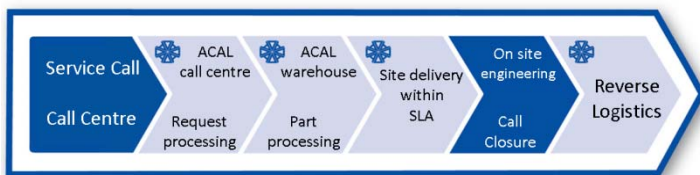


Acal's unique Monthly Materials Charge (MMC) model uses over 50 years of our combined ICT failure rate knowledge to produce a service parts pricing model that aligns our objectives with those of our clients, that is the delivery of parts against real qualified demand, to an agreed service level.

Quality is at the core of our processes. Our accreditation to ISO9001:2000 reflects our commitment to maintaining the quality and consistency of all our supply chain processes.

### Reduce inventory expenditure without affecting service levels.

One of the fundamental issues facing the service industry is how to control the costs of support under the increasing pressure of depreciating service margins, and fluctuating parts costs. We take control of elements of the supply chain and convert the unpredictability of inventory cost into predictable components.



Service features include:

- 24-7-365 access to inventory
- European languages cover
- Customer visibility via web based ordering & tracking
- Overnight replenishments for minimal stock exposure
- Monthly installed base updates for stocking accuracy
- Lifecycle management
- Reverse logistics services
- Bid support, to maximise competitiveness
- Technical support
- Designated account team – call management
- Statistical and performance based reporting

A fully integrated and secure web based EDI system allows our customers full track and traceability from the point of order, including the return loop process.

The timescale for service activation is dependant on the size and complexity of the installed base to be supported. Once commercial agreement has been reached we forecast an Anticipated Commencement Date (ACD) and manage any exceptions around this key date. To date over 135 implementations our ACD has averaged 4 ½ weeks and we have achieved 92% adherence to ACD over this base.

By providing the background infrastructure services we allow our customers to retain the end user interface to maintain the relationship and business development channels.

### Transfer the risks associated with inventory management.



The initial evaluation of installed base at machine type, postcode and SLA levels allows us to collaboratively evaluate the risk profile we should take on a given contract.

This approach to risk sharing continues through the life of the contract, and our No Claim Bonus model ensures a continual evaluation of positioned inventory against SLA and incremental volume.

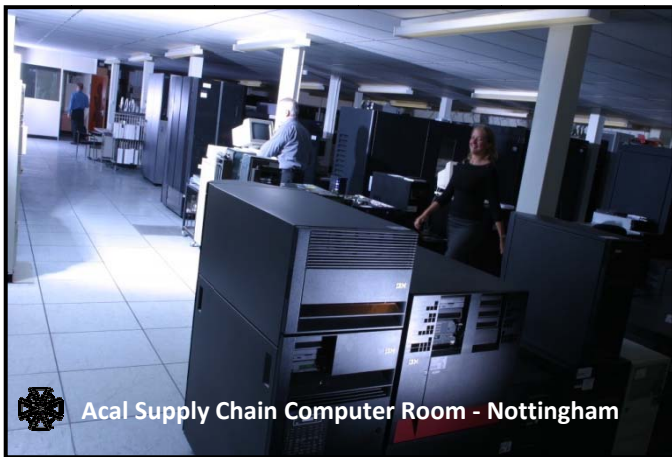
In summary our MMC model guarantees service delivery with no inventory risk, working with an organisation that like yours encourages a reduction in parts usage.

### **Remove inventory obsolescence and the need for stock write down.**

A combination of scale economies and our extensive technical background means that we can make inventory work a lot harder.

We are the only service parts organisation in Europe supporting a full range of platforms from laptop through to mainframe.

Reinforced by our continued investment in new technology and support systems our fully equipped computer room is stocked with the latest technology for supporting customers with hot spares and technical training, in addition to providing our Technical teams with new products with which to familiarise themselves.



By leveraging the inventory over a number of contracts we avoid excessive inventory duplication and subsequently pass on further cost savings to customers. Alternatively we can also hold dedicated stock for supporting the installed base.

Our planning and forecasting systems use statistics covering all aspects of usage and failure data accumulated over a number of platforms over the years.

Why Strategic? We locate service inventory throughout the installed base territory in line with service level agreements.

We have an established and extensive infrastructure throughout Europe, and have the advantage of being able to accommodate new support contracts, increasing the scale of

our operations within a restricted timescale. Over 70 spares locations are presently in use supporting customers including Sun, Unisys, Bull S.A. and SCC throughout Europe.



### **Working in partnership with customers throughout Europe**

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 chain solutions for some of the leading technology OEMs and service providers.

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