

Reduce inventory expenditure without effecting service levels

The objective behind our Managed Service is to add value to our customers' current offering, by providing guaranteed availability on service parts.

The Managed Support Service removes the need for inventory planning and also removes inventory overstocking and obsolescence. Subsequently this has positive effects on the purchasing efficiency of organisations.

By creating a matrix list of all high usage and fast moving service parts, and maintaining significant inventory levels we can ensure our customers are not caught out by availability constraints.

Service elements include:

- 24/7/365 access to inventory
- Multinational/Multilingual call centre
- Designated account management team
- Overnight replenishments for all stock requests
- Pricing matrix for supported parts
- Credits issued on selected defective returns
- Volume rebate on large service contracts
- Reverse logistics
- Statistics and performance data reporting

Proactively manage the lifecycle of supported equipment

Why Managed Support? We locate our service inventory throughout the installed base territory, in line with service level agreements, and all products supported are monitored by a team who manage the demand forecasting and inventory level matrix management.

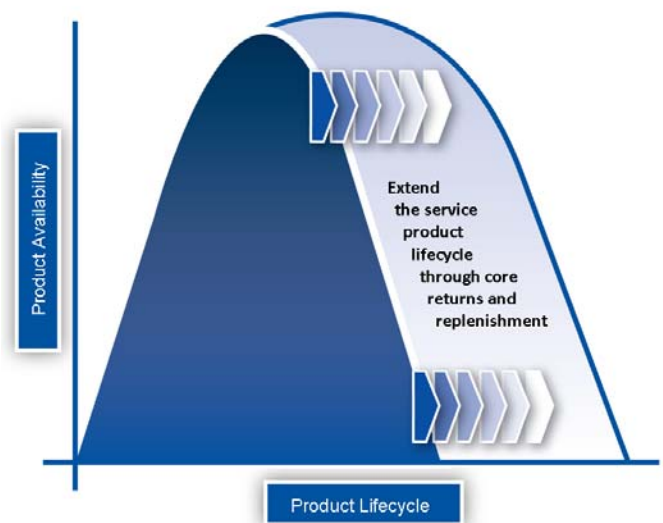
Maintaining a high level of flexibility the matrix remains dynamic. All parts accepted onto a matrix are provided at a fixed price agreed with the customer. At agreed review periods products can be added or removed from the matrix and pricing levels are automatically re-evaluated to protect customers against depreciating market values.

Develop a sustainable approach to inventory management

As an additional element to the service we allocate return values (core credits) to repairable product. This service is an additional revenue stream provides credits to customers returning defective product.

This value added service.

- Encourages inventory maximisation.
- Encourages a sustainable supply of product
- Extends the product life and support lifecycle



The peace of mind of guaranteed spares availability on supported products

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.

Accreditation to ISO9001:2000 represents our commitment to monitoring the quality and consistency of all products coming through our supply chain. All of our suppliers conform to our quality guidelines, and all product supplied is audited and tested before being transferred into a stock location.

As we already have an established and extensive infrastructure throughout Europe we have the advantage of being able to accommodate new support contracts and

increase the scale of our operations within a restricted timescale.

Over 70 spares locations are currently in use supporting customers throughout Europe, including IBM, Getronics, Lynx Technology and IKoN.



Reverse logistics services to maximise inventory usage.

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

As part of our ongoing investment in new technology and support systems we have a fully equipped computer room and workshop facility located within our Nottingham premises.

This facility is used for testing stock, repairing core returns and providing hot spares for critical customer sites. It also ensures our technical staff are kept up to date with the latest developments in technology.



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

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.

For further information on Acal's Managed Support Services please contact:

marketing@acalsupplychain.com



Acal Supply Chain Limited
12 Ashville Way, Wokingham
Berkshire, RG41 2PL, UK
Tel: +44 (0)1189 120000
Fax: +44 (0)1189 120001
www.acalsupplychain.com