

Our Field Service

It's a little bit different...

Solutions For a New Economy

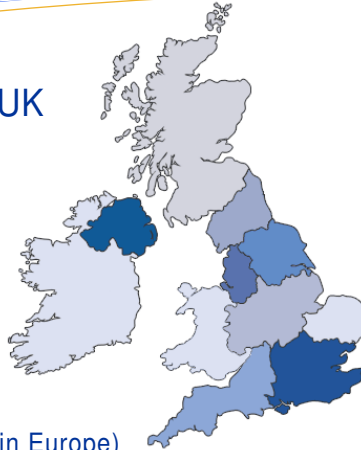
Our approach to field service is a bit different. In a good way. We believe that you get the best out of resources by engaging them on a partner basis, and that's exactly what we do. Our IBA programme engages suppliers of all sizes on a partnership basis, we are effectively working together to satisfy the clients needs, C3ntral taking the lead and responsibility and our IBA's in a supporting role. Our IBA's feel partnered, and so they naturally show greater loyalty, commitment to complete work to the highest standards.

MULTIPLE BENEFITS

We wouldn't take this approach if we didn't think it was a better way to do things.

1. We're supporting the local economy.
2. We're creating a new level of commitment.
3. We're creating a new level of flexibility.
4. We're having a green impact on the county by using local IBAs
5. We're creating more value for money by merging skills.

"Serving the UK Ireland"



(We also operate in Europe)

IBA NETWORK

- Independent Business Associates
- Covers the whole UK
- Local people for local work
- Integrated service assurance
- A distributed solution

A new way of thinking in IT field services.

INDEPENDENT BUSINESS ASSOCIATES

IBA is a concept pioneered by C3ntral.

It is fundamentally simple - Independent, local, skilled IT businesses undertaking contract requirements, mostly utilised in our high volume (low impact) work and highly flexible due to the business to business relationship.

The other guys -

Typical resourcing for projects currently include agency staff or employing resource directly. Both these methods incur initial costs, be it a fee to the agency or NI/PAYE commitments for employees. There are also other outlays in these methods, from time to training to management.

Remember - Most of our competitors use Agency resources! (The expression is 'throwing' bodies at the job!)

Our concept does not require initial investments as we use the extra capacity available at already established, qualified businesses. All IBAs are vetted and tested before undertaking any work with us, we work closely with our IBAs and so we can assure our clients that only the best service quality is delivered.

The concept has been proven!

From delivering 12,000 onsite repairs of TFT monitors, to completing 3,500 memory upgrades in PC's all over the UK, the concept works, the feedback is fantastically positive.

Merging services -

We can and do often incorporate logistics into our pricing, we can also incorporate network installation, power (infrastructure) and acquisitions into our services, this gives you one contact for all your tertiary requirements.

| | Agency | Employed | IBA |
|---|--------|----------|-----|
| No Hidden Costs - Price per Unit Projects | ☹ | ☹ | ☺ |
| Integrated Work Shadowing & Quality Testing | ☹ | ☺ | ☺ |
| Target Motivated | ☹ | ☹ | ☺ |
| Integrated Management Accountability | ☹ | ☹ | ☺ |
| Instant Flexibility (Ramp ups, Delays) | ☹ | ☹ | ☺ |