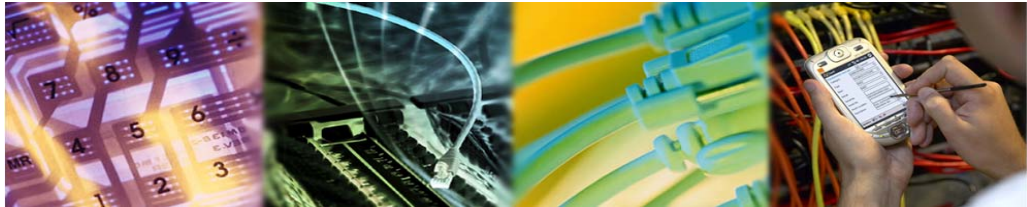




Selection Services Plc

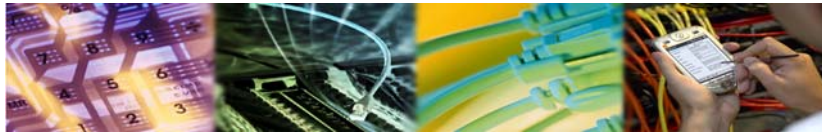


"Selection Services aims to transfer your IT investment
to business value."



INVESTORS IN PEOPLE

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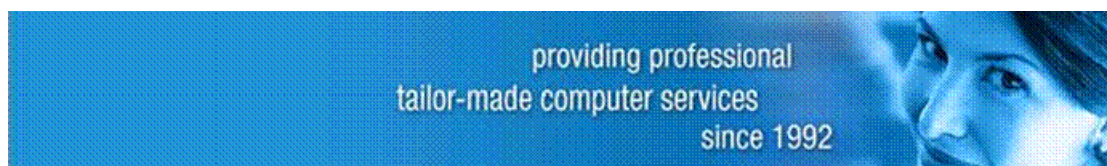
Selection Services Plc is an independent company that specialises in providing a wide range of Information Technology services. Selection Services has quickly established itself as a major force in the IT industry and as a market leader in computer maintenance, enterprise systems management and professional services.

Selection Services specialises in all aspects of Personal Computers, LAN / WAN environments and peripheral servicing, incorporating remote monitoring of critical Servers and Networks coupled with rapid response to site and the provision of on-site engineering services. These three elements combine to provide a 'total' support solution enabling Selection Services' clients to operate their IT departments more efficiently, indirectly increasing the profitability of their business. With Selection Services, IT investments have become an "enabler" for our customers' success.

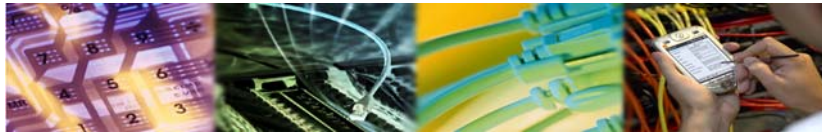
A significant proportion of our Engineers are trained to MCP through to MCSE, MCNE, HP, Cisco and other industry recognised qualifications. This enables our technical staff to provide effective support solutions to our clients. The industry recognised accreditations are shown in "Group Accreditations".

Selection Services commitment to providing quality service has resulted in full ISO 9001:2000 certification. All service procedures are produced in manual form and are available for inspection upon request.

In addition, Selection Services is currently undertaking a series of internal and external auditing procedures to achieve ISO/IEC 20000 and ISO/IEC 27001:2005 certification.



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Services

Guided by experience gained from our clients, our service portfolio has developed and evolved over many years. Today we operate with a comprehensive range of services. Each service has been specifically designed to compliment the next, allowing our customers the benefit of amalgamating particular service divisions to custom build their own IT support solution.

Alternatively, each division can be utilised to offer a standalone service usually to minimise the risks associated with an obvious exposure point within the client's existing infrastructure.

IT Support

With staff operating throughout the UK, Selection Services are positioned to offer a range of services specifically designed to address the IT demands of businesses today.

Selection Services have the ability to provide a unique package of high quality, value for money support solutions derived from our comprehensive service portfolio. Through staff commitment and a Company ethos where flexibility is key, the solutions offered are always designed to mirror the requirements of the client organisation.

Selection Services' current service portfolio consists of the following, all of which are explained in more detail overleaf.

Help Desk

Resources

Field Support

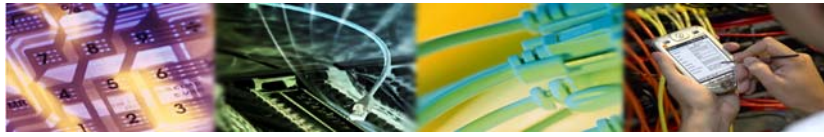
Enterprise Management

Business Continuity & Disaster Recovery

providing professional
tailor-made computer services
since 1992



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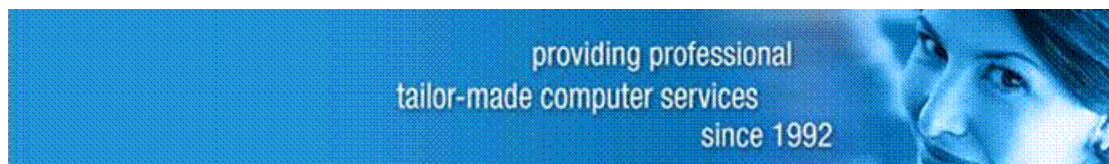
Help Desk

Selection Services' Help Desk facility is structured to capture the entire activity of the client end-user estate.

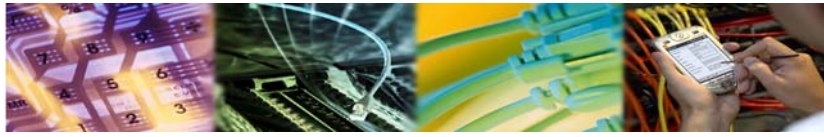
By establishing a dedicated contact number, routed directly to a dedicated team of Help Desk professionals assigned to the customer account, the structure is designed to offer the end-user fast and efficient access to client familiar Technicians, increasing the possibilities of achieving instantaneous fault resolutions.

The facility is manned 24 hours a day by highly experienced and accredited Help Desk professionals. Split into client specific teams for continuity purposes the service offered is extremely efficient, cost effective and proactive in performance. In essence the facility offers far more than just technical help, although this is obviously the dominant function associated with the service. In addition the facility has proven to be invaluable to clients in achieving a true single point of contact available to all IT users. Irrespective of problem the user has the outlet of Selection Services Help Desk. If the problem requires third party involvement we will manage the process on behalf of the client, recording and monitoring the performance of the situation in our call management system.

Periodically, depending upon client instruction, a full activity report will be produced and presented identifying any emerging trends whilst also allowing the customer to measure all aspects of performance. This in turn assists us in our aim of offering a truly proactive service where potential failures can be identified before they emerge as problems.



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Resources

In the IT world today the pace of change is faster than ever before, similarly every aspect of an IT infrastructure is becoming more and more complex. Trying to keep pace with this scenario has always proved to be a frustration for every business and today is no different from the past, if not significantly worse.

To alleviate these frustrations for our clients Selection Services has established, over many years, a service that provides access to our entire technical workforce. This service allows our customers to be far more pragmatic as to when they employ or even train internal staff members to relevant technical standards. After all, where is the commercial sense in either employing or training expensive and specialist IT resource when they will only be required to utilise their skills periodically through the course of any given year.

To achieve this and in-keeping with Selection Services flexible working ethos our clients have the ability to subscribe to specialist engineering days, contract the resource on short, medium or long term agreements or even just request the resource on an individual basis. In return our commitment is to ensure the accreditations and qualifications of the resources are maintained and therefore keeping abreast of the market-place. Secondly to maintain continuity for the client, we ensure the same technician is available for every visit resulting in higher degrees of efficiency whilst also maximising the benefits gained from each and every visit.

providing professional
tailor-made computer services
since 1992



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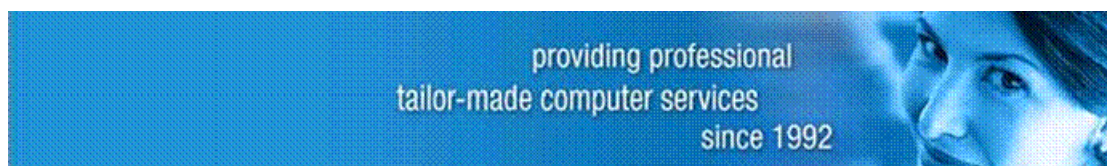
Field Support

Selection Services field support division offers our clients the opportunity to subscribe to a highly responsive and geographically far reaching repair service.

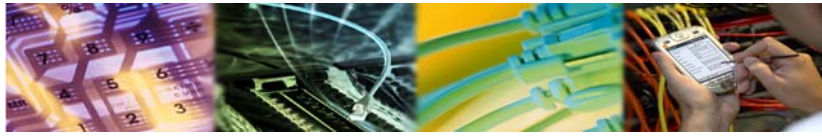
Structured into regional teams we are able to offer a nationwide service on a 24/7/365 basis. Typically governed by client specified service levels the service has been traditionally geared to physical failures within the clients IT environment. However in recent times client requirement has broadened. These days the service is viewed more as a mobile Help Desk, or as Selection Services define it, Deskside Support, rather than a basic break/ fix service.

The change in requirement has resulted in a change of emphasis for the division. More than ever before the role of a Field Service Technician requires skill and competence. Gone are the days when low level monitor swaps and printer jams form the bulk of the workload, although these situations do still occur. Instead deskside assistance encompassing fault evaluation and diagnostics, software support, system builds and user training are all common-place.

As a result the level of expertise and areas of specialisation throughout the regional teams are far more varied than ever before. Each regional team boasts accredited professionals specifically tailored to the client base within the region. Similarly the numbers and training schedules of each team differ because they are implemented to best compliment their client requirements.



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Enterprise Management

Selection Services' Enterprise Management service encompasses the remote administration and operational management of the networks, servers, computers, databases and applications across a company's entire IT infrastructure.

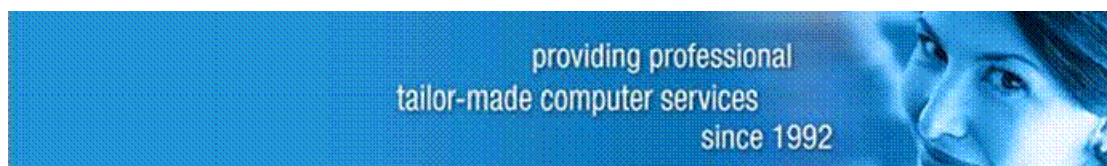
Aimed initially at the elements of the infrastructure that offer a single point of failure or in the event of failure, affect multiple users, the service was originally devised to monitor and proactively alert both the customer and our technicians of potential failures before they occur. However the service quickly established itself as a management tool as well as a pre-failure alert service.

Today the service can be sub-divided into three distinct areas.

Firstly, it still retains its day to day emphasis of providing pre-failure alerts. Operating via a series of agents loaded onto the client devices, system alerts will be generated and transferred to Selection Services managed service suite when a predetermined threshold is broken. This allows for the failure to be proactively identified and pre-empted prior to the failure happening.

Secondly, because the service includes the allocation of a dedicated technical team to every account high level technical knowledge is always to hand. This enables the development of the service system management and administration to be incorporated if so required. As a result the service is regularly utilised either as an extension to the client's IT team conducting daily tasks and duties or in some instances as the IT team, assuming full responsibility and ownership of the clients IT environment.

Thirdly the service is complimented by a comprehensive reporting facility. We are permanently attached to the devices being monitored which enables us to automatically capture real-time data. This in turn enables the reporting to accurately analyse emerging trends, assist in capacity planning and load balancing whilst also helping to form effective strategy and budgetary planning for the future.



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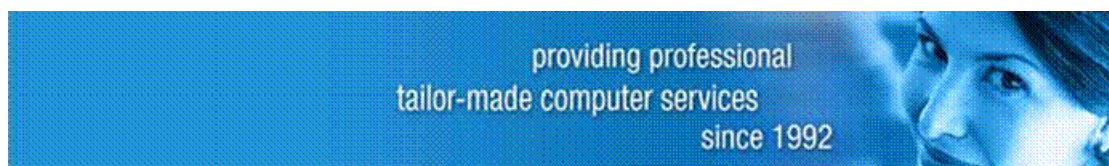
Business Continuity and Disaster Recovery

Selection Services believe that IT disaster recovery is an extremely important service. To this end we have an established disaster recovery suite within our secondary Bromley location offering a full IT infrastructure including secure connectivity to the outside world, designed to enable our clients to continue to operate with the minimum of disruption.

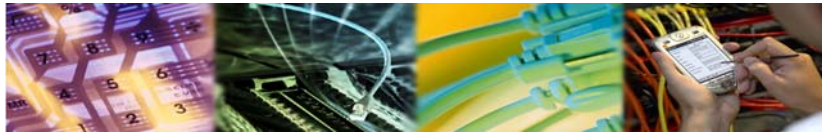
However we also recognise that access to an office suite is not always enough and indeed may not be required in a lot of instances. Instead the provision of a structured continuity plan which qualifies and quantifies the risks and exposure points to the business has taken on far greater importance.

To assist in this area, Selection Services have developed a facility that will enable a client to identify, document and implement controls and contingency activities that will either reduce or eradicate the impact of a problem in the event of an incident.

The service is delivered initially through the aid of our experienced Consultants, all of whom have extensive practical knowledge of a wide cross section of businesses. The Consultant will design and implement your Business Continuity Plan, before passing over to your Business Continuity Support Team who will ensure that the plan continues to mirror the circumstances within your IT infrastructure. In doing so the team will always remain familiar with your circumstances, which is essential for the success of the plan in the event of a disaster. This will be further enhanced by the regular test invocations Selection Services always recommend as part of the overall service level associated with the plan.



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Professional Services

Selection Services Professional Services structure consists of a dedicated team of Accredited IT Professionals operating throughout the UK and Europe.

Accredited to the highest levels, the team offers capabilities within all elements of the IT world today. This allows us to comment in isolation or as part of an overall solution on topics ranging from system design and architecture to the desktop procurement and lifecycle policy through to Networking security and connectivity.

Each individual's level of expertise compliments the other team members and this provides Selection Services with the ability to assist in all aspects of our client's IT planning, system design and development and implementation requirements. Every commissioned project adopts a high degree of continuity throughout to ensure that delivery is on-time and within budget.

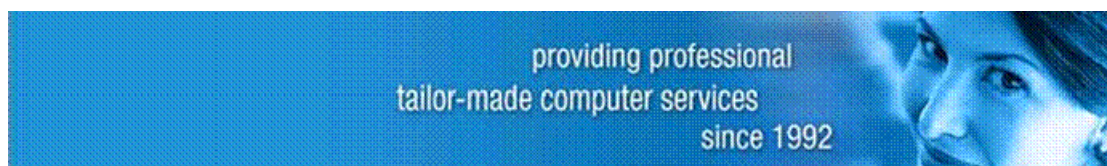
For ease of client access and to avoid unnecessary delays Selection Services have defined the disciplines detailed overleaf to form our Professional Services offering:

Consultancy Services

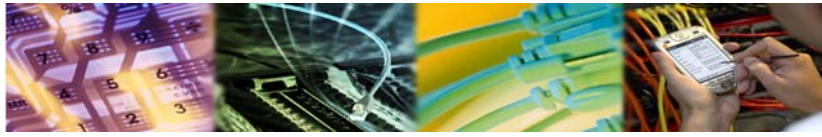
Consultancy Services provide our customers with the ability to access a full and wide range of diverse IT topics via Selection Services highly accredited and experienced IT Consultants.

Irrespective of subject, our Consultants have had the exposure in the market place, gaining significant experience, to allow them to bring benefit to any organisations IT development.

Using predominantly tier one technology all solutions proposed will be thoroughly researched and technically adept first and foremost. Thereafter, the Consultant will ensure the business benefits offered by the solution not only offer viability but more importantly is in-line with the original client instruction



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Project Management

Selection Services' Project Management process is designed to customise project delivery due to the understanding of the client business achieved during the Consultancy process.

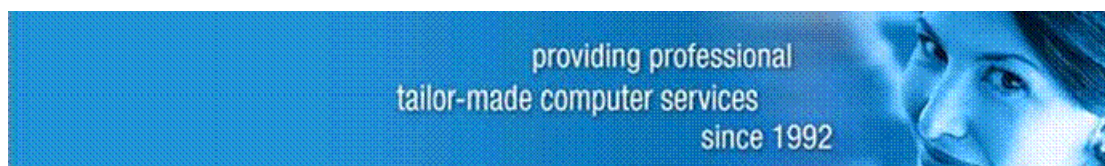
Predominantly based on Prince2 and ITIL Project Management methodology our Project Managers are focused on delivering a cost effective, resilient and risk free conclusion to all commissioned projects that are passed to them by the Consultants.

Selection Services Project Managers operate as a central conduit to all parties concerned, they believe that surprises should be eradicated from the implementation process thus enabling them to deliver the project on-time and on-budget allowing the customer to gain maximum benefit from the investment made.

Project Implementation

Selection Services' Project Implementation teams are hand picked by the Project Manager to work alongside him for the duration of the project. All project implementation teams are resourced specifically for the task in hand but will always come from Selection Services pool of Project Engineers, all of whom are security cleared to a minimum of B.C. level.

Reporting directly to the Project Manager, all resources within the team specialise in the area in which they have been asked to work. Most projects will not require the full-time presence of any one person or group of people. When attending site or working on the project, the Engineers will be fully informed with scoping documents to enable them to fulfil their duties within the time-frames allotted. Upon completion of each task the Engineers report back to the Project Manager allowing the overall project to move a step closer to conclusion.



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Connectivity

Selection Services has a wide range of products and services tailored to meet the most demanding connectivity challenges.

Access

When you need to connect your organisation to the Internet or to each other, our Leased Line and Virtual Private Network solutions are on hand with the best of breed technology. Similarly, if you need the ability to connect your offices together via SDSL or just need high-speed ADSL connectivity to the Internet, we have a package to suit your needs.

Selection Services offers a comprehensive range of business Internet access solutions helping your business to expand its potential and transform the way it operates.

ADSL

Selection Services Broadband ADSL provides speeds from 512kbps to 2Mbps downstream and up to 768kbps upstream with low contention ratios and an unbeatable broadband service level guarantee.

SDSL

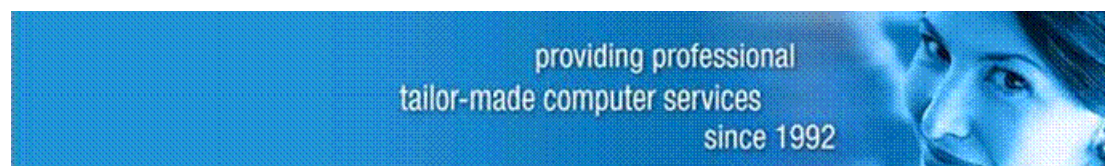
Selection Services' market leading SDSL broadband offers unbeatable service level guarantees, symmetric throughput from 512kbps to 2Mbps and a low contention ratio of 10:1.

Leased Line

Selection Services Managed Leased Lines are reliable, cost effective and available nationally with a full service level agreement and round the clock technical support.

Virtual Private Networks

More and more organisations are using Selection Services Broadband products to link remote sites and branch offices into Virtual Private Networks (VPNs), offering cost and bandwidth gains over alternative connectivity options such as leased lines and ISDN.



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Hosting & Colocation

Our state-of-the-art server technology means your IT services are available when and where needed, be it Shared, Dedicated or Colocation Hosting.

From dedicated hosting to entire data suites Selection Services has the capacity and experience to fulfil your hosting requirements. Our state of the art data centre in London Docklands, ensures you have all the structural, mechanical, power, safety and security specifications required for the reliable operation of high-availability online web servers and mission critical IT services.

Shared Hosting

Shared web space designed for business.

Dedicated Server Hosting

Selection Services Facility Managed Servers reduce capital cost and ease cash flow while keeping all the advantages of dedicated hardware.

Colocation

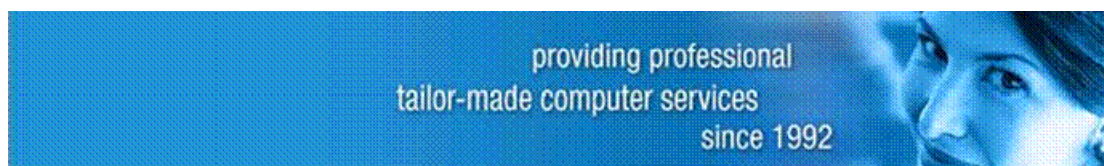
Secure and resilient co-location in centres nationwide, bringing you closer to your customers.

Security

We provide your business with peace of mind through our Firewall solutions that keep your mission critical data safe.

SS-Office Connect

Our range of 'plug and play' services are designed to complement your Broadband connection.



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SS-Office Connect

Make the most of your connectivity with Selection Services SS-Office Connect, a range of simple "plug and play" services designed to compliment and enhance your Broadband connection.

SS-Office Connect gives you the means to host and manage your own website, use a cost-effective mail service and ensure that you have the network security you need to protect your business. Each service comes complete with its own digital dashboard allowing you independent management and control. SS-Office Connect is perfect for remote sites or where you do not have the in-house expertise or resource to manage the services yourself.

SS-Office Connect Mail

A feature rich mail service with virus and spam protection

SS-Office Connect Filtering

At best, email-borne viruses slow your PC down. At worst, they can bring down your entire network. SS-Office Connect Filter scans incoming email, removing viruses, so that your network is well protected at all times. It also removes spam, the unwanted emails that clog up your system and inbox.

SS-Office Connect Shared Hosting

Shared web space designed for business.

SS-Office Connect SMTP Mail

A simple, resilient mail service that ensures your email reaches your customers and their email reaches you, even in the event of a break in your Internet access.

