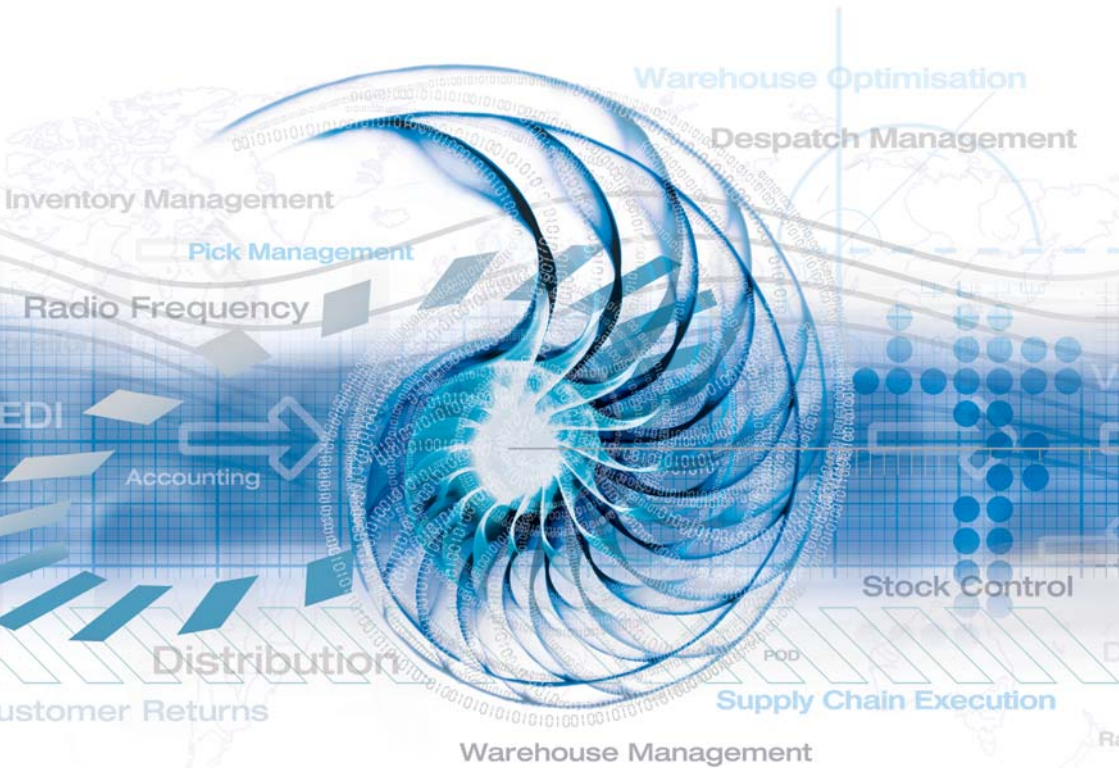




EXCELLENCE IN ALL WE DO

Philosophy and Values



Our Vision:

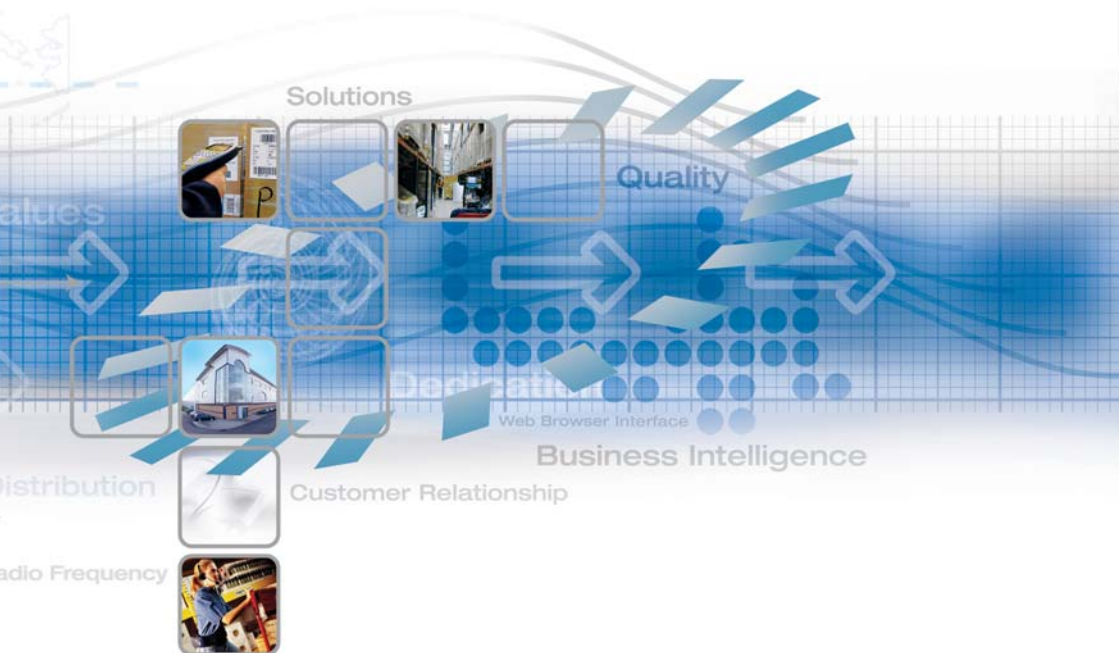
To be recognised as a leading supplier of quality business solutions, who establish strong long-term relationships, based upon mutual trust.

Our Mission:

To harness the product, technical and industry skills of our staff in developing and deploying computer based solutions that effectively support our clients changing business processes.

Our Values:

- Supportive teamwork
- Participative problem solving
- Responsive to change
- Two way communications
- Pride in achievements
- Consistent quality service
- Client partnership
- Supplier success
- Balanced business performance
- Involvement of all



Our Principles:

We share some special beliefs about our company and the way we should operate. Our company principles have been developed to reflect the business we have become and what we aspire to be. These principles are a guide for all of our business dealings and require us to think of each other, our products, our clients and the company. We believe they are the foundation of our success and our future.

Pride

In our individual accuracy and professionalism no matter how small, and in providing quality software, quality services and developing a quality team.

Resourcefulness

Assuming responsibility, using our creativity, and being resourceful are essential ingredients to continual improvement and boundlessness.

Openness

Mutual respect is an important ingredient within our team centred culture and we encourage all members of staff to be questioning and to openly exchange views or opinions.

Teamwork

People are the key element of our business, and cohesive teams are proven to secure greater results than the sum of any individual effort.

Effectiveness

Our expertise and efficiency is the key to effectiveness, which results in individual satisfaction, business success and value for money to our clients.

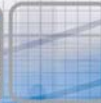
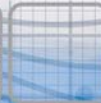
Uniformity

A consistent approach is a part of being professional, and provides a framework for the delivery of quality products and services.

Success

The single measure of success is sustained profitability and the achievement of this will enable the Company to continue to increase future investment in our staff and products.

Supply Chain Management



Highly Skilled



Consignment Receipting



Communication

Training:

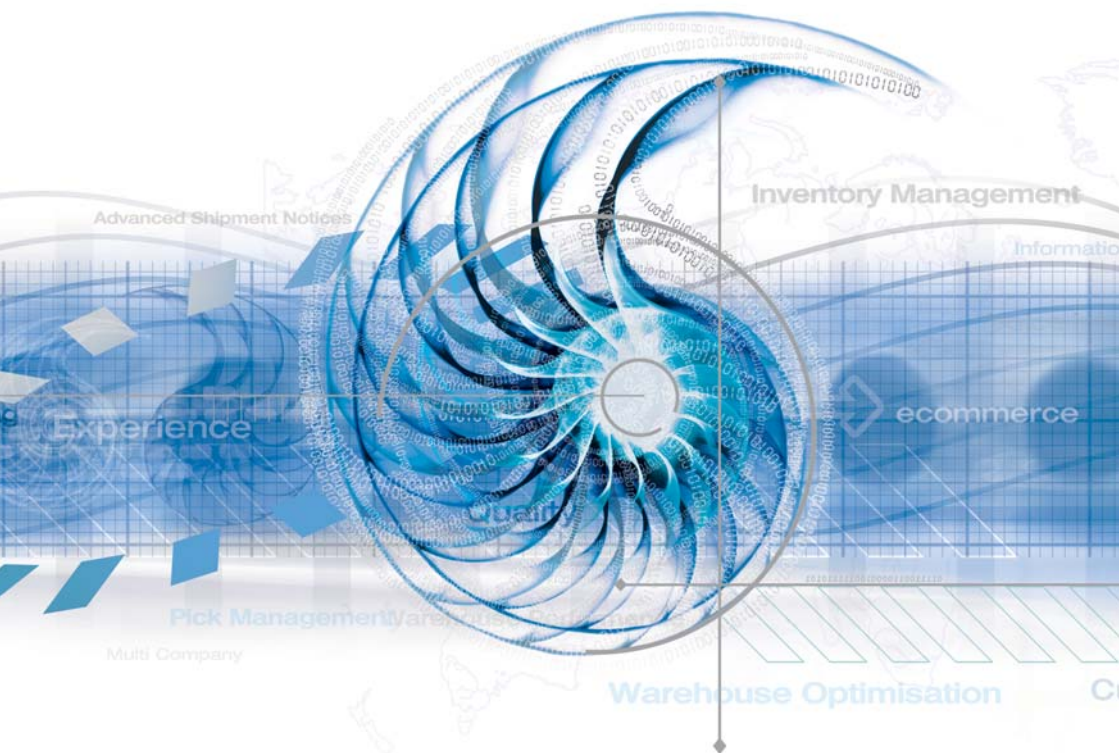
We believe the strength of our Company is not only within the functionality and quality of our software product, PROTEUS®, but most importantly within the accumulated knowledge and skill of our staff. We consider the technical, application and continual skills training of our staff to be essential to provide our clients with the knowledge to add real value to their businesses.

Development:

We believe that the intellectual based products and services we provide are dependent upon the calibre of our staff. It is clear that the quality of each individual staff member will determine the quality of our business. The active development of each individual who works with us is essential. It enables them to perform to their individual potential, and to reach achievable goals, strengthening their own self-esteem, resulting in a successful contribution to the growth of the Company.

Investors in People:

Having secured accreditation in 1999 as an Investor in People (IIP), we have demonstrated over many years our firm commitment to continual improvement in our skills and quality. We believe that the most important investment we can make is in our staff. As a result the training we provide them with will bring real benefits to our Company and our clients.



Our Staff Partners:

We aim to provide an environment that attracts, retains and develops high calibre people who will share in the success of our Company.

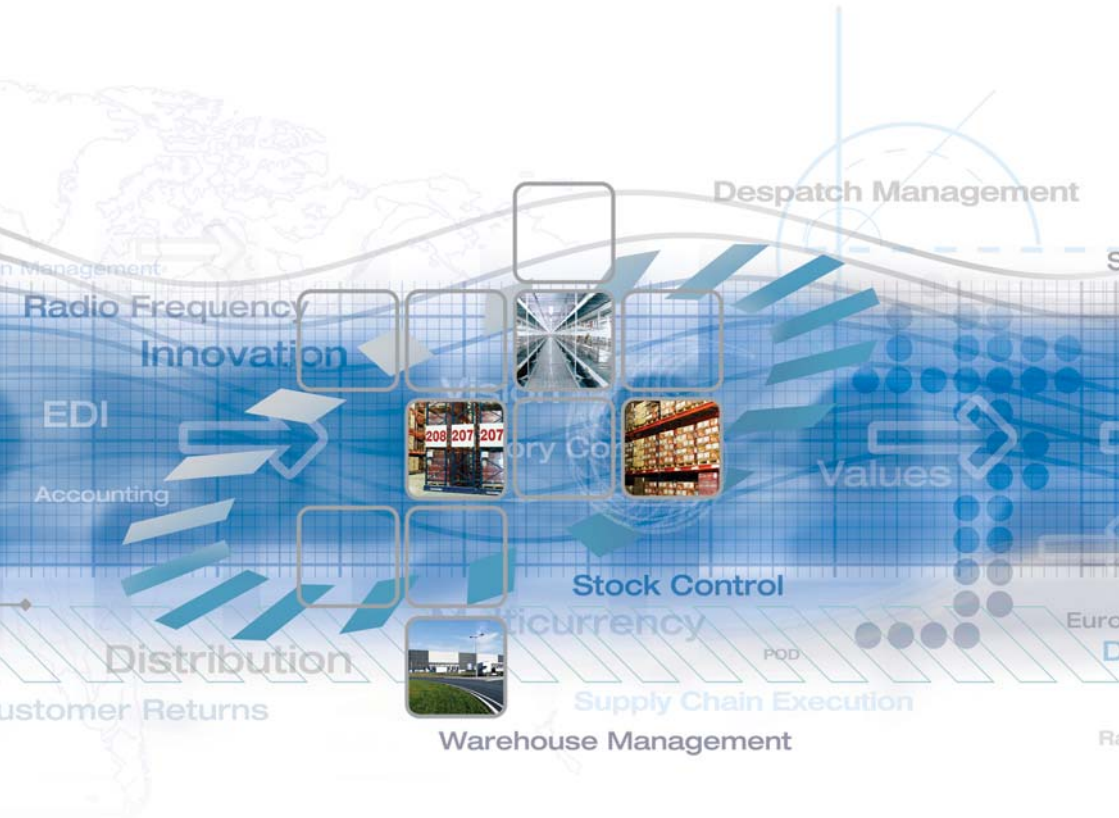
Our objective is to be an employer of choice, who employ people that share our values, who are team players and who work to make our clients businesses, and ours, a long-term success.

Our Clients Partners:

We seek to work with businesses and individuals who recognise the experience and knowledge we are able to bring to their business. We want clients to view us a valued business partner from whom to secure advice. We hope clients will involve us in areas of their business where we are able to add value and deliver real business improvements.

Our Supplier Partners:

We believe in establishing strong long-term relationships with a few supplier partners upon whom we can depend. We measure success in terms of value, and not just the price of any individual element.



Business Approach:

We pride ourselves in conducting our business with integrity, seeking long-term relationships with all our partners, whilst remaining commercial in all our dealings.

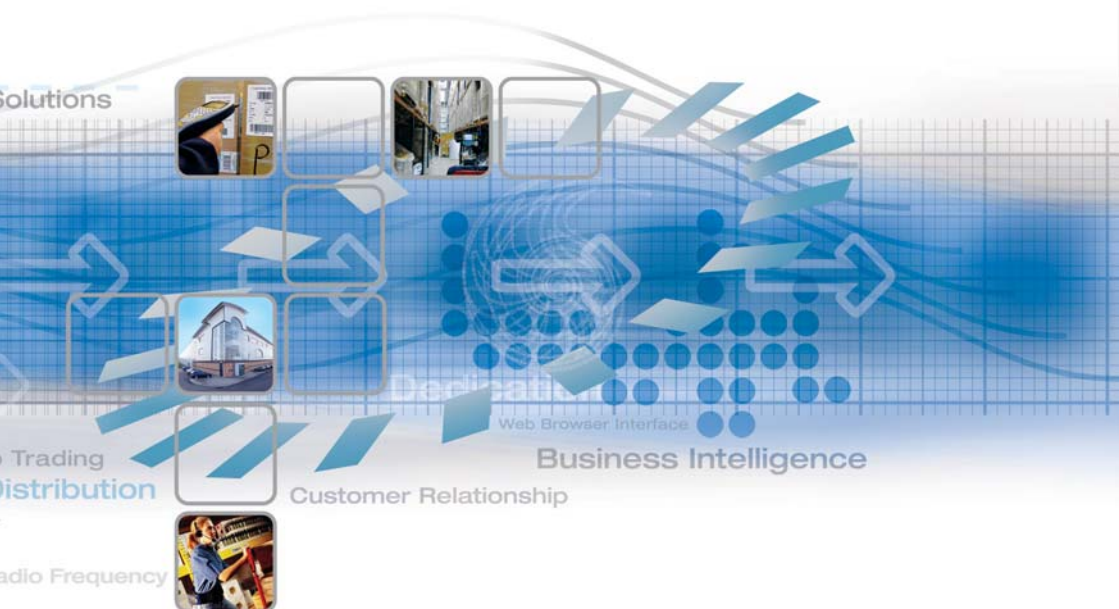
In return we look for openness, honesty and loyalty from all those who work with our Company, expecting to charge competitive commercial rates for any work undertaken, which is paid promptly.

Level of Service:

We have a demonstrable track record of client satisfaction and retention over many years, which we believe is second to none and is a record that we strive to continue to improve. We believe we provide exceptional service in support of our clients business, high availability of our solutions and knowledgeable consultancy advice.

Value for Money:

We believe we provide value for money solutions of quality, which allow our clients to concentrate on their business growth and management issues; not issues related to the application software. We will continue to focus upon the value we deliver to client's businesses over the long term.



Social Responsibility:

We believe we all have a responsibility to show consideration to our neighbours and the local community, as well as participating in activities that serve to strengthen our industry. We take an active support role wherever possible.

Equal Opportunities:

We are committed to provide equal opportunity of employment. This includes recruitment and selection, career progression and training. All job applicants and members of staff will receive equal training regardless of age, sex, marital status, sexual orientation, race, colour, national or ethnic origin, religion or disability.

Excellence:

We are committed to the principles of the European Foundation for Quality Management (EFQM) Excellence Model® and strive for excellence in all we do, all our dealings and all our relationships. We wish to be considered a Company of excellence, built by individuals who excel.

We strive to deliver Excellence In All We Do





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