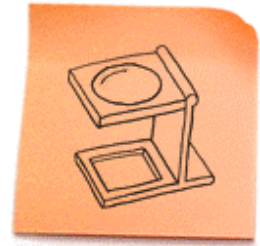


## INDEPENDENT ASSURANCE REVIEW



### For clients

Would you like to be sure that your print management partner delivers on its promises? Do you want to know that you really have received all the benefits in savings and service levels that you expected? And would you like to have some certainty about their programme management and technical development in the long term?

### For service providers

Would you like to be able to provide independent proof to your new client that you are delivering on your promises? Do you want to prove that you really have delivered savings, and maintained or improved your service levels across their organisation?

### What you get from an assurance review

An assurance review will give clients and their service providers

- Added confidence in the decision to appoint a new service provider
- Independent audit in the actual savings achieved against plan
- Understanding of any risk still associated with the programme
- Ability to harness good practice and to accelerate its roll out across both parties
- Root cause analysis of any issues, and plans for their resolution

### How it works

The review works from a number of perspectives. First, we look at the documents, proposals, agreements and plans which describe the services you have agreed. We analyse these and compare them with what is actually happening, and report on any discrepancies and their root causes.

Second, and just as importantly, we look at industry best practice in four specific areas to ensure that outsource partners meet key performance criteria in

- Programme management
- Technical development
- Financial savings and reporting
- And, where appropriate, business change

At the same time we conduct focus interviews with key stakeholders including key members of the client and print management teams, and any relevant third parties.

From our analysis, we then prepare a detailed assessment, including recommendations for your action.

### Who can do this for you?

Ideally you want someone with a background in marketing, general management, marketing services, technology delivery and print management. As it happens, that is exactly the working history of Nick Pride, who was until early 2008 board director at one of the UK's leading print management companies. For more information, email [nick@neonnelly.com](mailto:nick@neonnelly.com), or call 07870 790056



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