

Fourth Quarter, 2003

Using Consultants...

Why use a consultant?

The primary reasons to use a consultant to assist you with your outsourcing initiatives are **expertise** and **focus**. Consultants:

- Provide the experience in outsourcing to insure that the desired outcomes are achieved.
- Know where the contract companies make their money...and if they're good, how much profit is in the hidden allocations and vendor allowances. This enables you to be certain that the contract company profits are fair and competitive, but not excessive.
- Assist in taking the emotions out of the decision making process. Contract companies love to develop relationships, especially with high level administrators, which enable them to "sell" a much more profitable deal.
- Enable your administration team to focus on taking care of the current issues of their responsibility, without having the RFP process capitalize all their energies.
- Insure that none of the essential details of negotiating a multi-million dollar contract are missed.



Why use Support Service Group, LLC?

- Our expertise in program development and contract negotiations at comparable institutions that have chosen to consider using a contract management firm.
- This focused experience enables SSG to be much more efficient than multi-discipline management consulting firms. Our expertise is in outsourcing agreements, not general management consulting.
- We know the competitive strengths and weaknesses of the contract companies. We know where they make their profits and will insure that your contract allows the selected company to make a fair profit...but not a penny more.
- Should you elect to use contractor investments, we will insure that the investments will be logical and not jeopardize the future quality of your support service programs.

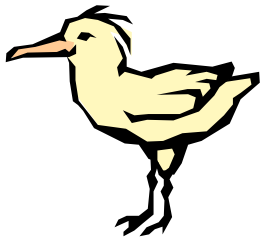
Recent Client Quote:

"Excellent response. Thank you for replying to this AND the sage advice to all of the contractors regarding such proposals. It may save us from some major headaches later."

- Associate Vice President

- We quote a fixed fee for our services to complete the project. Our contracts contain no “scope creep” clauses to generate additional fees. Additionally, there are no hidden expense charges.
- We are the only consulting company that guarantees your satisfaction. Simply put, if we do not meet your expectations from our consulting services, you don’t pay.
- With SSG, you’ll be dealing with the founder and principal of the company... an individual who has as much experience in outsourcing contracts as anyone in the country.

Beware of the “Sea Gull” effect!



Consultants sometimes are referred to as sea gulls. They fly in, drop their report (leaving a mess for others to clean up!) and then fly out. If you’re considering using a consultant, check their references carefully...and make certain that you are comfortable with the individuals doing the work. Thus, you will avoid the cursed sea gull effect.

Feedback:

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Due to the tremendous response to our newsletters, we are no longer sending position papers via U. S. mail.

If you’d like to receive future position papers electronically, let me know by email. Make sure and let me know what format you prefer. They are available electronically in MS Word (.doc) and Adobe Acrobat (.pdf) formats.

The position papers are also available on our web site www.supportservicegroup.com for your future reference.

We welcome your comments and suggestions for future position papers. Either drop me an email or give me a call.

If you’d like to explore how **Support Service Group, LLC** can help you maximize the results from your food service, housekeeping or facilities management departments, I’ll be happy to meet with you.

Owen Pruden, President

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