



Taycom
Business Solutions Inc.

Committed to Our Client's Success



CLIENT SERVICES GUIDE

***MANAGING OUR CHANGING
GLOBAL ENVIRONMENT***

In today's fast paced, changing markets...whether its capitalizing on growth opportunities or mitigating exposure to risk... whether its maximizing existing organizational resources or developing new capabilitieswhether its enhancing business applications and methodologies or aligning technology with overall business strategy ...

Taycom Business Solutions is there to guide you with the vision, expertise, and commitment that has made Taycom a preferred finance and technology business advisor.

Setting the pace for today, paving the way to tomorrow. Taycom is in the business of understanding and managing the forces of change; we strengthen the business-side of our clients' business, enabling employees, customers, vendors and technology to interact fluently so that you, the client, can focus on what you do best.

Mission

Provide innovative and effective business, financial, and systems advice to clients while ensuring a healthy and productive business environment for Taycom Business Solutions' colleagues. A values-based approach will ensure the success of these goals by requiring each Practice colleague to assume ownership and responsibility for the success and viability of each client and colleague.

The role of Taycom will be that of mentor, teacher and guardian. The commitment of Taycom to excellence and continuous personal improvement will ensure the success and creation of opportunities for each Practice colleague and client.

Taycom will continuously improve services to exceed client expectations and consistently earn our clients' trust, recognition and respect by assisting them in achieving stellar business results.

Vision

To provide exceptional functional and technical business consulting expertise that will ensure our clients' success in becoming the best-in-class providers of their products and services.



Lead The Wave

ABOUT TAYCOM

Taycom Business Solutions, Inc. (Taycom) is an innovative, dynamic and energetic technology and financial consulting company headquartered in Detroit, Michigan, with offices in Washington, DC, San Francisco, and Chicago.

Since the company's foundation in 1997, Taycom has successfully provided business solutions to clients in several industries including High Technology, Manufacturing, Healthcare, Telecommunications, Governmental, and Non-profit. The primary expertise of Taycom lies in the areas of Financial Accounting, Technology, and Business

Management. Taycom Clients include Fortune 500 Corporations, Tier 1 Consulting Firms, Middle-Market Companies, Municipalities and Small Businesses.

Taycom's solutions enhance client business processes, financial management, and reporting by providing deliverables that include streamlined day to day business processes and technological solutions, including ERP systems, knowledge databases, and networks, that enable fluent corporate communications internally and with customers and vendors. By streamlining and automating functional organizations and business processes,

clients can spend their time making decisions, and concentrate on tasks and responsibilities that add value and promote growth.

The ultimate goal of Taycom is to grow its client base by ensuring the growth and profitability of each of its clients. By respecting each Taycom Customer and Vendor as a Business Partner, all of Taycom's Partners will grow together to define the cutting edge of solutions to the World's goals and needs.



Taycom has successfully provided business advice and support on financial and technology projects to several clients in various industries. The primary driver of Taycom's success has been attributable to the in-depth experience of the Company's management and the strategic direction provided by Taycom's consultants.

We believe that outstanding results require more than just a big name.

Taycom Consultants are high caliber, experienced professionals bringing specific accounting, technical, management and consulting expertise from Big Five Accounting firms, major technology, telecommunication

and software companies, as well as management consulting and government industries. Because our consultants come from all industries and bring specialized skills, **WE KNOW YOUR BUSINESS**, and understand your market and culture.

When you look to Taycom for advice you can rely on the expertise of former controllers, directors, managers and staff. Our key management has over 80 years of combined experience. Taycom responds to client needs by providing experienced professionals, who can thoroughly assess situations and provide fast, fluid, and flexible strategies. Taycom consultants have advanced degrees, extensive accounting, and superior consulting back-

grounds, and can add value to your organization day one, reducing the money you spend on the consultant's learning curve. Taycom strives to perfect its technical and financial knowledge by regularly evaluating services and the impact on client performance.

Our best measure of achievement is client success, satisfaction and referrals. We therefore strive to satisfy clients by providing consistent and superior consulting services.

TAYCOM SOLVES, AND IS COMMITTED TO YOUR SUCCESS.

www.taycomsolves.com



PROFESSIONAL SERVICES

Grow as Partners



Taycom provides services to help our clients achieve an alignment of the key business elements of their organization for sustained business advantage in the technology and financial arenas. We help achieve the alignment through providing a range of services covering planning, design, system implementation, project management, supply and demand chain management, technology services, and business process reengineering.

Taycom provides insight, not just delivery, on requested services. Execution of contractual deliverables is a given; properly defining and satisfying client needs is the goal. Taycom helps clients focus on their core businesses by providing innovative solutions to address their business challenges.

Taycom assists large companies in maintaining the focus, internal controls and determination that contributes to their growth, and supports small businesses in developing strategy, resources and market awareness to reach their goals. Taycom tailors dynamic and innovative solutions from the following suite of integrated service offerings:

BUSINESS AND PERFORMANCE MANAGEMENT:

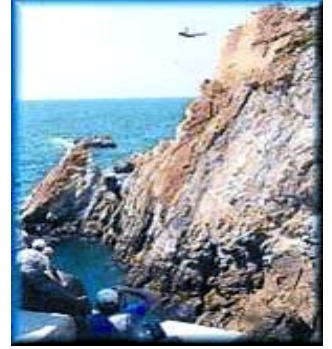
- Back Office Performance
 - Business Process Design and Re-engineering
 - Financial Management and Internal Controls
 - Finance Strategy and Cash-flow Management
 - Activity Based Management and Activity Based Costing
 - Profitability Analysis and Improvement
 - Cost Accounting, Pricing, and Performance Measurement
 - Budgeting and Pro Forma Financials
 - Inventory Management and Material Control Procedures
 - Workforce Solutions, Change Management and Reorganization Support
 - Grant Proposal Writing, Reporting and Compliance, Management
 - Governmental Budgeting, Appropriations and Encumbrance Accounting
- Audit and Assurance
 - Audits, Reviews, Compilations, and Financial Statement Preparation
 - Single Audits, Grant Performance Audits, Major Programs
- Tax Performance Management, Strategy and Compliance
 - Corporations, Partnerships, Sole Proprietors
- Business Development Planning, Business Plans and Incorporation Services
- Strategy and Management Consulting
- Supply Chain Management and Vendor Performance Measurement
- Business Proposals, Comfort Letters, Offering Circulars, Bank Proposals, Feasibility Studies, Loan Covenant Compliance
- Due Diligence for Mergers and Acquisitions and Major Expenditures
- Project Management Principles and Tools



Maximize Your Resources

TECHNOLOGY MANAGEMENT SOLUTIONS

- Packaged Software Solutions
- ERP Systems: Oracle Applications , PeopleSoft, J.D Edwards Systems Implementation and Integration
- Network Design and Development (LAN, WAN...)
- Web Development (Website, Intranet, Extranet, Web-Hosting)
- Database Development and Management
- eCommerce
- MicroSoft Solutions
- Change Management and Corporate Communications
- Policy and Procedure Development and Documentation
- Process Integration for ERP System Implementations



Take and Manage Risks



Set a New Course

SUPPORT SOLUTIONS

- OutSourcing: Finance and Technology Organization Responsibilities
 - Manage Daily Operations and Staffing
 - Determine Department Strategy, Budgets, and Requirements
 - RFP Development and Vendor Selection
- Short and Long Term Staffing Augmentation
- Executive and Staff Placement Services



Explore New Horizons



CLIENT SUCCESS

WHY CHOOSE TAYCOM?

OUR SUCCESS

Our Success is Measured by Your Satisfaction.

TAYCOM VALUES PEOPLE. We are committed to fostering in-depth relationships with our clients, and we recognize that there is more to client relationships than simple implementation of projects and execution of contractual deliverables. Taycom wants your company to succeed, and the best way to ensure that success is through the achievement attained by each employee that Taycom professionals encounter. Companies don't achieve anything – PEOPLE DO! Taycom always provides the necessary level of guidance and deliverables required to ensure our client's success, above and beyond those specified in contract.

Taycom professionals have the expertise in multiple industries that has enabled global leaders to succeed. Because we know your business, we can answer the questions that you have, and more specifically, those critical business questions and issues that you may not be aware are confronting you. There is never any question as to whether you've received exceptional business value, because Taycom ALWAYS delivers more.

OUR KNOWLEDGE

Our in-depth Business Experience and Systems Knowledge has proven to effectively guide organizations through each stage of the business life cycle.

Managing the day-to-day operations of a business or implementing financial applications successfully requires competent, experienced consultants who not only understand the multitude of stages for each application, but also understand your business. Our consultants are highly skilled professionals dedicated to helping your company succeed. With experience across many industries, Taycom's consultants have in-depth knowledge and relevant business and industry experience. Our consultants will work closely with your team to walk through each issue and help you reach a consensus on how to make the business processes and applications work best for your company.

Taycom takes pride in understanding the roles and responsibilities of your employees and being more than a mere "installer" of applications. The industry experience possessed by each Taycom Colleague will drive the business decisions made by each client, which in turn will direct the design, configuration and installation of business processes and technological tools.

OUR APPROACH *WIN-WIN-WIN Approach*

Taycom believes in hiring the best professionals, compensating them above industry average, and providing the best training and technology to be the best. Simply put, "hire the best and brightest, educate and treat them well". This Taycom value allows Taycom clients to experience well-equipped, highly educated, and extremely motivated Taycom professionals. The client wins, Taycom professionals win, and Taycom wins: WIN-WIN-WIN.

Each Taycom colleague is a stakeholder in the company's success through profit-sharing and stock incentives. The ownership that each colleague maintains in Taycom makes their commitment to client success not only their job, but their future.

OUR TALENT

Global Elite Talent Without Global Elite Prices and Risk

All professionals hired by Taycom have at least 10 years of experience in their field, many of those years in management, and most colleagues come from employment and educational backgrounds with the World's leading corporations, consulting firms and colleges. Taycom has attracted these highly talented professionals because they receive a higher return-on-investment of their efforts, as well as our common goal to provide outstanding service. These benefits are achieved without the limitations of corporate bureaucracies, inexperienced staff, and intolerable work schedules that are created by excessive commitments made by major consulting firms during a time of labor resource shortages in the market.

Taycom carefully evaluates each client opportunity to ensure that Taycom is best suited to ensure the success of the client, as a Taycom partner, and that the engagement will be rewarding for Taycom's colleagues. Taycom's goal is to obtain 100% client satisfaction and referenceability. Quality of client engagements and delivery always outweighs quantity.

OUR METHODOLOGY

Our streamlined methodology allows maximized return on investment

Our proven solutions implementation approach limits your risk through rapid cost-effective execution of deliverables. Our approach is designed to provide high-quality implementations with minimal disruption to your business activities. Taycom's primary business aim is to offer clients a range of cost-effective services that will allow them to derive maximum benefits from their investment in a finance or technology based solution. We focus on transforming business through the successful integration of people, process and technology. We bring business, technology and Oracle Applications experience to every project to help you achieve increased profitability and market place leadership.

Taycom Management has utilized multiple business, project management, and implementation methodologies over time and has defined a methodology that ensures the timeliness, accuracy and completeness of each deliverable.

OUR MARKETING AND HIRING *Client and Colleague Referral Based*

Taycom's clients have been retained primarily through other client references and recommendations. And Taycom's colleagues have been hired through referral by other Taycom employees. These two unique attributes of Taycom are the pride of the Company, because they demonstrate the faith and confidence that all who interact with Taycom have in our Company. Because Taycom values each client and colleague as a stakeholder, the increased responsibility that Taycom assumes in knowing that each partner believes in and relies on Taycom adds incentive and motivation for Taycom to exceed expectations.

You'll find working with Taycom to be a genuinely rewarding experience. Our colleagues represent some of the most talented and experienced in the industry. At Taycom, you'll experience a business relationship and environment that fosters mutual respect, enthusiastic collaboration and innovative thinking. As a prospective Taycom Client and Business Partner, you deserve the advice and guidance that Taycom provides in ensuring your success and growth. Taycom will empower each of your employees with the business tools and knowledge to perform to their best potential. Your employees' achievement will lead to your company's success.

Taycom will lead the Way.

Danté V. Bishop, CPA

President, Taycom Business Solutions, Inc.

