

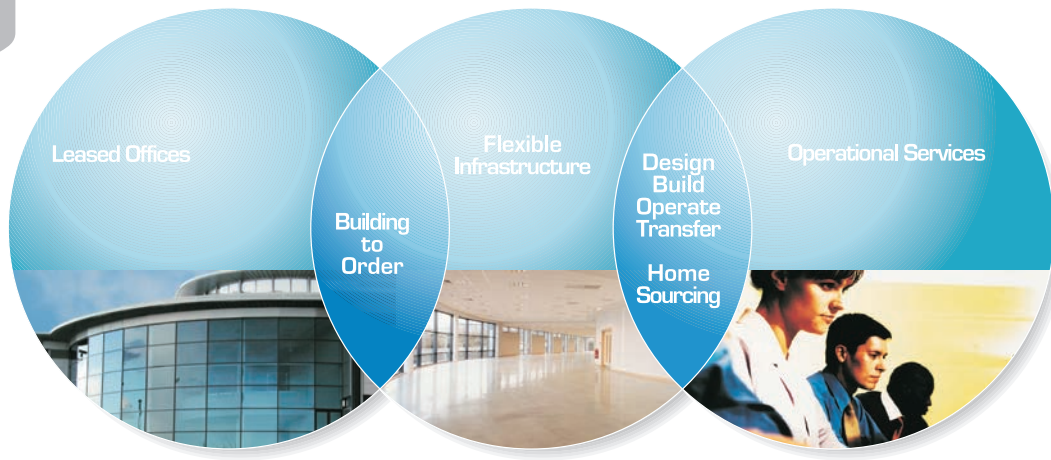
Occupier Solutions

– Bringing Flexibility to Property Portfolios

Introduction

In a dynamic commercial environment, planning capacity for a new facility, whether it is for a data centre, call centre, or back office function is fraught with risk, long-term uncertainty and the constant prospect of change. This risk is often poorly managed, resulting in significant amounts of the portfolio being either the wrong size, in the wrong place, or unfit for purpose.

This document provides an introduction to Port@l's 'Occupier Solutions'; an innovative, alternative approach to managing a flexible, timely and risk-free property portfolio.



Our proposition – ‘a perfect partnership’

The aim of Occupier Solutions is to provide a range of integrated, flexible capacity options that enable clients to adopt an approach to accommodation that is much more in keeping with their own and the market's dynamics. As a result clients are able to take advantage of changing circumstances rather than become a victim of them.

Solutions range from traditional long-term leases, using bespoke build-to-order facilities, through to our Design Build Operate and Transfer solution for clients seeking the ultimate in flexibility and risk avoidance.

Our unique approach

Occupier Solutions are the products of a unique amalgamation of three 'best-of-breed' specialist companies (Cannock, Port@l and Direct Dialogue) that share similar ownership. This commonality is a critical point because it overcomes many of the difficulties and discontinuities encountered by partnerships. The core offering of this amalgam is space and infrastructure (environment, IT and telephony) on a managed service basis. We term this organisational hosting or simply hosting and it allows our clients to retain ownership of their "crown jewels" such as brand custodianship, culture, people, processes, intellectual capital, business applications and the actual interaction with customers in the case of call centres. At the same time they enable clients to achieve speed to market, flexibility (capacity, location, fit-out and services delivered) and agree commitment durations that are better aligned to their business's planning horizon.

Depending on the requirements, Occupier Solutions can be delivered either from existing buildings or in new bespoke builds. Existing properties can either be inside or outside our current property portfolio. Where time permits we can work with Cannock, who are specialist property developers, to supply a bespoke new build to a client's specific requirements in a location of choice. Terms are flexible and range from 1-5 years in an existing portfolio facility, from 3 years in an existing but non-portfolio building, and typically just 5-7 years for a build-to-order solution.

In addition to its core services, we can bring to bear the resources of Direct Dialogue, a specialist in operational delivery, who can assist clients implement their centres. This enables them to overcome the pain, grief and risk of establishing an operation and yet be able to take ownership via a transfer of resources at a time of their choosing.

Occupier Solutions afford our clients the flexibility and adaptability required in today's business environment without the long-term commitment to buildings and infrastructure.

Our locations

In association with the Government's regional development agencies we are actively acquiring new sites to develop our 'Occupier Solutions' portfolio. These developments are all in prime locations throughout the UK, giving our clients not only choice for capacity expansion, but significantly reducing the time required to bring up new bespoke facilities. All the regions are renowned for their loyal, professional and sustainable labour pools and include; South Wales, The South East, and the

Midlands. These complement our existing facilities in Glasgow, Nottingham, Manchester and Rotherham.

As a direct result of our growth and the provision of such desirable solutions to a blue chip client base, we have become a significant player in creating new jobs around the UK, often in locations that most need them.

Our clients

We have delivered innovative Occupier Solutions to a range of 'blue chip' clients including:

E.ON

During the course of a 7-year relationship, we have delivered a 600-seat bespoke built facility (back office and data centre), launched new operations and handled their subsequent fluctuations in capacity (between 155 and 575 workstations) in our flexi-sites, and sourced and provided existing, but non-portfolio, facilities to accommodate relocated operations.

BSkyB

We have delivered a 234-workstation centre with options to extend to 440 seats to enable BSKyB to introduce a low risk, flexible property component as an adjunct to its mainstay in-house capacity at Livingston and Dunfermline.

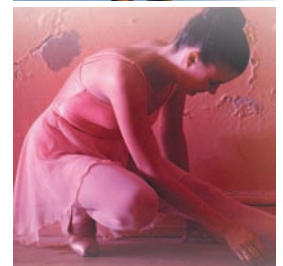
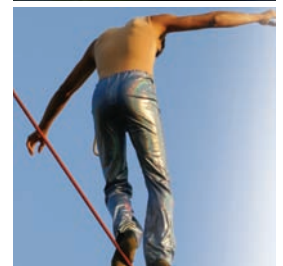
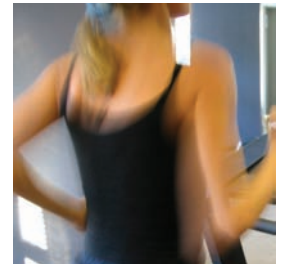
Top 5 World Bank

In two discreet solutions we provided stop-gap capacity for 150 workstations over 9 months to accommodate growth whilst the Bank completed a new facility, and a 200-seat flexi-centre on a 2-year term for a new product launch.

Summary

Clients usually need a blended portfolio of capacity; some leasehold or freehold, some flexible and some outsourced. In reality however, this rarely occurs. Most organisations instead have a polarised portfolio, with a very static and cumbersome in-house component and some outsourced capacity that has often been driven by short-term tactical decisions.

Our Occupier Solutions enable companies to structure themselves in the highly valuable 'middle space' with cost effective capacity that is adaptable, flexible and without compromise.



port@l

Leaders in Occupier Solutions

Port@l Ltd, Britannia House, 50 Great Charles Street, Birmingham B3 2LT.
Tel: 0870 4438610 Fax: 0870 4438611
e-mail: info@portal-centres.com www.portal-centres.com



DirectDialogue