

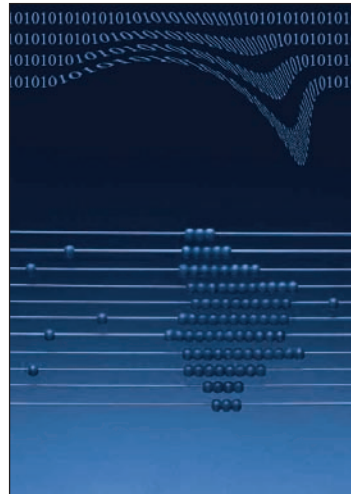
## eg IT and operations consulting services

eg helps businesses implement information technologies that decrease costs, increase revenues, and improve profitability. We specialize in customer channel technologies, web portals, e-commerce, and technology infrastructure. eg's technology services cover such areas as technology and operations strategy, design and architecture, implementation, technology and telecommunications infrastructure, and systems integration. We also provide managed services.

In today's competitive global environment, companies need technology and operations that provide practical, innovative solutions tailored for their needs and for their competitive situation. They need solutions that will help them to be more efficient and to compete more effectively. eg adds sustainable value in these areas through profitability improvement and, just as importantly, through knowledge transfer to the leaders in your organization so that they can continue to implement positive changes after we have left.

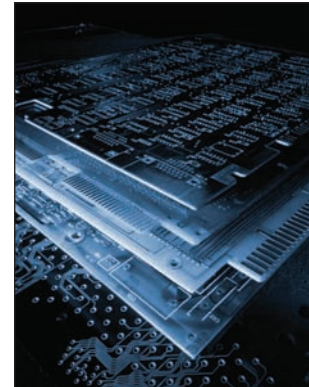
At eg, we have developed a series of tools that help facilitate profitability improvements in IT and operations. These tools include capabilities like our value analysis program, which helps to drive out efficiencies, and our Facilitated Identification of cost-Reduction Opportunities (FIRO™), an accelerated decision-making process that helps to identify quick wins. The quality of these exceptional tools is outshone only by the quality of our associates. eg employs a network of highly experienced, successful operations and IT leaders who value results for clients. We are passionate about sustained quality improvements and about bringing hard dollar savings to our clients' bottom lines. Waste not . . . want not.

We know that the only way for us to be successful is to help our clients to be successful.



“Here at eg, we believe that business processes and technology should be driven by business needs, not the other way around.”

—John Hutto,  
President and CEO,  
the effectiveness  
group



Our results in this regard speak for themselves. Our clients average 30-to-40 percent productivity improvements in IT and operations when we help them to improve their processes. Our clients realize 15-to-20 percent gains when we help them focus on cost-savings initiatives. Our smallest client saved \$13,000 per month in technology on a spend of \$30,000. Our largest win was a savings of \$220,000,000 on a spend of \$600,000,000. eg clients enjoyed an over 700 percent return on investment for the money they spent on us last year.