

IMPROVE YOUR SERVICES
REDUCE YOUR COSTS
IMPROVE YOUR PROFITABILITY

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Emendare

INTRODUCTION

At Emendare, our mission is to relentlessly strive to improve our clients' business processes & services resulting in improved long term profitability. We are therefore proud and honoured to present to you our latest service proposal to further advance our common cause.

BACKGROUND

The catering industry in Australia runs on very tight margins due to high cost of fresh ingredients, labour and fierce competition. The most successful operators in this industry are the ones that produce good food and customer service. In addition, they understand and closely monitor their cost and revenue bases on a regular basis. However, these important administrative tasks place a lot of demand on Managers / Owners time which could have been spent improving customer service.

PROPOSAL

We can add value to your operational expertise by helping you better understand how much money you are making week in week out and your true underlying cost drivers. We then help you target your improvement efforts towards the most important cost pressure points. This is an efficient & effective way as you do not waste precious resources on low impact but high visibility cost drivers. The result is a direct improvement to your service delivery specific to your restaurant. To take a hunter's analogy, *"you bring your gun and we provide you with effective ammo and the laser guide to precisely hit your target"*

We do it by applying our intimate working knowledge of business process improvement (Lean Six Sigma methodology¹) and combining it with an overseas based niche business processor, specialised in the methodology used to process work across continents.

This type of service has up to now been available mostly to larger organizations due to infrastructural cost of deployment involved. We have, through skilful selection of the core aspects of the methodologies and scaling it to the smaller size organizations, been able to retain its core benefits and develop a personalised service for your benefit.

OUR SERVICES

We give you three possibilities:

- **Basic Service**

See & key, weekly calculation of food / plate cost, including initial review and upfront improvements in your processes;

- **Gold Service**

Basic Service + regular reports on costs / revenue and any variances noted including wastage;

- **Premium Service**

Gold Service + Comprehensive analysis of the real underlying causes of your costs & revenue. Preparation of invoice payment, GST returns, Monthly / Yearly Accounts and Tax Return. We then work with you to design and implement an improvement program with ongoing monitoring of progress made.

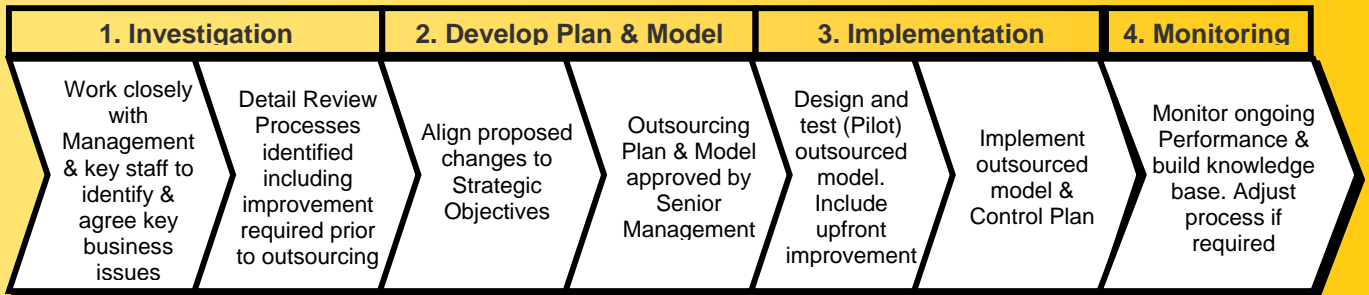
Your choice: How profitable you want your business to become?



¹: Lean Six Sigma methodology is a rigorous, facts based business process improvement methodology. It focuses on the identification of the key root causes of problems, not just the symptoms, to drive significant process improvement. It is therefore able to deliver robust long term highly cost effective solutions.

OUR APPROACH

We work closely with you and your key staff to first confirm your business needs in terms of services and then work through a four part working model as outlined below:



BENEFITS TO OUR CLIENTS

Basically we tell you how profitable you are (weekly basis) and help you manage your costs proactively. We offer you a customer friendly service that offers the most cost effective solution for your business. Our solutions are developed through close working arrangements with you. We see this as an important aspect of our offer as it provides a solution with which you feel more comfortable with.

This philosophy drives the rationale behind the above approach which is for you, our client to:

- Concentrate your efforts working in your business while we work on your business, generally preferred by people who are more hands-on;
- Help you guide & monitor the work performed by your staff while you work on your business, if that is your preference;
- Help you turn around those necessary but tedious administrative tasks into dynamic business process improvement tools;
- Derive optimal benefits (based on current circumstances) out of the Business Process Outsourcing (BPO) system;
- Maintain the proposed changes within the firm's strategic focus;
- Minimize the risk (Business & Reputation) of outsourcing to business;
- Reinvest savings made in resources to further improve the management of your cost and revenue; and
- Create an outsourcing model better suited to their organization's requirements.

WHY EMENDARE?

Our Mission

Improve our customers' profitability by enhancing their processes and services.

In operation since 2006, **Emendare** came out of a passion to have businesses deliver smooth, efficient & effective services to their customers. We research and apply a wide variety of business process improvement tools, with a focus on Lean Six Sigma.

Having captured the essence of the tools, we scale it for Medium & Small Enterprises while minimizing deployment costs and improving success rate. Our Outsourcing model facilitates a highly responsive approach to clients and you know where to find us both in Australia & Mauritius.

Lead by Patrice Moutou, a consummate professional with more than 20 years international experience with a reputation to deliver. We specialise in Medium to Small Size enterprises which are generally neglected by big firms and we dare implement our recommendations.

Improve your profitability through better processes and services



WE HAVE EXPERIENCE IN THE FOLLOWING:

- **Financial Services:**
 - Funds Management
 - General Insurance
 - Retail Banking
 - Superannuation
- **Professional Services:**
 - Accounting
 - Business Processing
 - Administrative Services
- **Leisure:**
 - Restaurants
 - Bar
 - Gaming
- **Manufacturing:**
 - Food Processing
 - Textile Clothing
 - Plastic

OUR STRATEGIC ALLIANCE PARTNER

Transcontinental Outsourcing (Mtius) Ltd (TOML), an ICT (Information Communication Technologies) agency based in Mauritius. It is a division of Transcontinental Accounting Services Ltd which has been involved in the Accounting BPO segment for overseas clients since 2005.

The objective of TOML is to offer the appropriate services in the specialised domains of Customer Relationship, Voice Contact centre - both Inbound & Outbound, Data Capture & Treatment, IT Support and Web-based Technical support from our multi-sector platform.

CAPABILITY

- Currently has a processing capacity of 200 positions (Max: 600 positions over three shifts).
- Bandwidth: International Lease Line - IPLC on SAFE Fibre Optic Cable
- Optimum Security Protocol at all levels of operations [norms HIPAA, US].
- Bilingual Resources [English/French] + availability other common EU languages.
- Uses state of the art technology architecture for both voice & data segments. Updated Dell IT infrastructure with SAN/Blade systems, (CRM) Microsoft Dynamics / Cisco applications which delivers comprehensive process management

that is fully compatible with end to end process flow, storage and data security.

- Operations: 24/7 to cater for current international clients.

REPUBLIC OF MAURITIUS

All conditions converge in order to facilitate the business of 'Outsourcing' in Mauritius.

- **Political Stability.** Westminster style government democratically elected (5 year term)
- **Economic Stability.** No.1 country within the African Region according to latest economic indicators in ICT, Banking & Finance, Off shore, Industrial Growth, Social Welfare & Competitiveness.
- Highly educated workforce.
- Modern Infrastructure.
- Telecommunication Sector liberalised since 2003.
- SAFE fibre cable connection to the world 24/7.
- Mauritius uses its smaller size to offer the SME market a closer and more personalized service than that available in other parts of the world. As a customer, you will definitely not feel like "a small fish in a big pond surrounded by much bigger fish".



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