

## Key Changes in 2009

- Developed Green IT and Operations services
- Introduced IT and Purchasing interim managed services
- Developed SME solutions portfolio
- Replaced our research partners Rocsearch with Aranca
- Welcomed Endava as a full service IT partner
- Despite the recession, we added new clients to our client base, notably in Construction and Medical Devices

## We Can Help in 2010

- Support SME's in their growth plans: from strategic focus to restructuring to operating IT and Purchasing on an interim basis
- Help you understand and respond to your Green/ Sustainability opportunities and threats
- Reduce costs through reengineering and/ or re-sourcing/ outsourcing
- Provide products that will reduce your power consumption
- Use benchmarking to utilise technology more effectively and efficiently
- Bridge the corporate gap between Europe and Asia

**Welcome** to the 1Q2010 edition of the Pathfinders Newsletter. At the start of a new year and a new decade, rather than the normal newsletter format, this seemed a good opportunity to review 2009, and share with you our plans for 2010.

It is fair to say that 2009 has been a challenging year for many. The recession still appears to be with us, and the long awaited recovery seems to be slow in materialising. In the UK, buoyant retail spending over Christmas may become a problem: is this a short term bubble fuelled by credit that will result in interest rate rises, which frankly, is the last thing we need ? The weak GBP has no doubt helped exporters, but many have struggled with increased import raw material costs. In Australia, the resources sector has seen mixed fortunes, but, overall, appears to have got off lightly, and many firms are reporting growth.

For Pathfinders, 2009 gave us an opportunity to review our strategic direction, and refocus.

- Developed Green IT/ Operations focused solutions, including using our reengineering heritage and skills to remove resource (and therefore carbon) consumption from business' operations.
- Partnered with Ixian Solutions to offer products that will reduce power consumption and enable you to address Sustainability regulations. These can be applied to IT (to address Green IT), or to high power consumption engineering/ manufacturing operations.
- Introduced interim managed services in IT and Purchasing. The former is aimed at organisations with up to 200 users who are going through rapid periods of change, and need a short to medium term temporary solution. The latter is scalable to any size organisation.
- Developed a portfolio of solutions specifically developed to help SME's grow and improve. As an SME organisation we have found that we are able to support SME clients in a flexible and highly effective way.

During 2010, our focus will be on applying our expanding portfolio of solutions to helping clients achieve sustainable growth. We look forward to working with you !

*Best wishes for a great 2010.*

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