



Westbrook Technologies' Professional Services

Staff Augmentation Services

Many of our joint customers have asked for additional consulting services to help them maximize the investments they have made with their document management solutions. This demand is fine for the Westbrook Technologies community, but managing a profitable services business can be tricky. Plenty of consideration needs to be given to managing the backlog of work, maintaining high utilization of expensive staff, keeping up to date with all the latest technologies, keeping apprised of all the new functionalities of Westbrook Technologies' solutions and managing the logistics around the consulting staff.

You may want to grow your consulting business but do not have enough work to justify the additional headcount at present, or perhaps, you have a short term, high workload problem and you need to temporarily augment your existing staff. Westbrook Technologies has developed a proposition to help you address some, or all of these scenarios. But first, we would like to share with you some of our partner feedback.

Did you know that an analyst or consultant must be billable at least three days a week to be profitable and, even then, profit margins are no more than 33%? Do you have enough billable work to cover the cost of your analysts, consultants or IT staff? Typically, as a baseline example, your staff members cost an estimated \$3,000 per week. While salary expenses maintain a majority of the load, you also have to consider health insurance, payroll taxes, PTO, 401K, travel bonuses or commissions, life insurance and other benefits. Does your team of analysts, consultants or IT staff have the expertise to perform the required technical functions? How do you keep your team abreast of changes in technology? Many of our partners currently face these questions and are asking themselves "should I be outsourcing this type of work?"

Although some of these questions may seem straightforward, they may also be difficult to answer. The plan Westbrook Technologies' Client Services is offering you Westbrook Technologies' Staff Augmentation Services is unique: Why not supplement your existing staff with our experienced, knowledgeable team of consultants?

When the need arises to support your business in the areas of analysis, general installation, database upgrades and conversions, project management, database design, custom development, integration and network configuration, we are available. By using our services, you will benefit in these ways:

1. Run a more profitable consulting business.
2. Benefit from the wealth of knowledge and expertise of our consulting staff.
3. Expand your reach within an organization and increase your presence from a departmental to an enterprise-based solution.
4. Profit from an increase in annual software support contracts. Expanding your reach correlates to selling more products and services which ultimately results in a larger bottom-line.
5. Reduce or eliminate expensive salaries and associated employment costs.
6. Manage the peaks and troughs of your consulting demands on a more profitable basis.
7. Have the option to complement your existing team with Westbrook Technologies' Consultants who are more knowledgeable in the newer application areas that your company may not have been exposed to, yet.

Our goal is to help you improve your profitability, reduce your costs and strengthen your relationship with your clients.

To help you become successful in selling consulting services, we provide you with documentation that details our available services.

Please contact Westbrook Technologies' Professional Services at 203 483 6666 for details.



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