

Bowne & Co., Inc.

Financial Print

Enterprise Solutions

→ Business Solutions

BOWNE

Business Solutions

→ A full array of outsourcing services in word processing, desktop publishing, information technology, litigation resource management and office document services.

Our comprehensive, customized solutions are based on client-specific requirements

Bowne Business Solutions (BBS), with over 250 clients and more than 3,000 employees, provides outsourcing services throughout the United States and internationally. With our exceptional customer service, outstanding people and unmatched breadth of document and information management solutions, we are ready to serve the increasing numbers of firms turning to outsourcing so they can focus on their core business.

We are the leader in the outsourcing industry among financial and law firms, providing services to 8 of the top 10 investment banks and more than half of the top 100 law firms. Plus, we have the highest client retention rate in the industry. The majority of our customers are industry leaders in their own right, not only in finance and law, but also in accounting, consulting and other professional services firms.

Our clients know that information and communications technology is evolving rapidly, making it difficult for them to manage the production of mission-critical documents. These non-core business functions can make significant demands on already-stretched resources. They see us as a partner with two key strengths: an in-depth knowledge of their business and the ability to implement solutions that help them gain a competitive advantage.

Our comprehensive, customized solutions are based on client-specific requirements and span the entire document life cycle—from creation through distribution. BBS offers outsourcing solutions in:

Information Technology

Document Processing Services

Presentation Services

Creative Services

Litigation Support Services

Office Document Services

BBS is a business unit of Bowne & Co. Established in 1775, New York-based Bowne & Co. (NYSE: BNE) is a global leader in delivering high-value solutions that empower our clients' communications. Businesses worldwide work with Bowne through its business units, including BBS; Bowne Financial Print, the world's largest financial printer; Bowne Enterprise Solutions, providing digital printing and electronic delivery of personalized communications; and Bowne Global Solutions, delivering a broad range of localization services.

Bowne & Co. combines all of these capabilities with superior customer service, new technologies, confidentiality and integrity to manage, repurpose and distribute a client's information to any audience, through any medium, in any language, anywhere in the world. For more information, visit us at www.bowne.com.



Whether it's a single function in one location, or multiple services across many sites, BBS has the answer and the expertise.

Why Bowne Business Solutions?

You can choose any outsourcing firm you want. Why choose BBS?

Because, simply put, we are the best in the business. Our reputation is second-to-none. We offer the highest level of performance, quality assurance, accountability and innovation.

No other firm provides our breadth and depth of customized, scalable services. No other firm has our unparalleled expertise serving the legal, financial and professional services industries. Consider that:

- Our dedication to quality is so resolute that we've established a Best Practices database of our services, which inspires our employees to even greater heights of service and ensures clients of consistent, cost-effective implementation.
- We've assigned an entire department—our Strategic Solutions Group—to actively seek out new technologies and forge value-added vendor alliances, so our clients are assured superior cutting-edge solutions.
- Our on-site team is carefully structured to be responsive, proactive and accountable so critical decisions are made quickly and efficiently.
- Every service we provide is scalable and customizable. Our on-site team grows during peak demand and shrinks during slow times. When our clients' needs change, we work hand-in-hand with them to adjust our services accordingly.

And, finally, no other firm retains the high caliber of employees we hire. Our demanding selection process attracts only the most skilled staff. Our unrivaled training and ongoing development program prepares them to provide best-in-class customer service. Our emphasis on collaboration promotes consistency in our service offerings. Our pledge to promote and reward our personnel ensures that our team is motivated and committed.

We listen to our clients. They tell us they need a comprehensive set of services from which to choose. So that's exactly what we provide. Whether it's a single function in one location, or multiple services across many sites, BBS has the answer and the expertise.

Our bottom line is to improve your bottom line. Our focus, first and foremost, is an unyielding dedication to meeting your needs.

Why BBS? Because outsourcing with us does more than allow you to concentrate on your core business. It's a partnership that strengthens your entire business.

The BBS Advantage

Superior Staffing

BBS is the premier provider in the outsourcing industry. That didn't happen by accident. When you outsource to us, you're guaranteed only the most qualified people. That's because our standards far exceed those of our competitors.

Our rigorous selection process ensures you of that. Only one in five applicants qualifies for a phone screening. Of those, one in four merits a face-to-face interview. Ultimately, only about two percent of candidates are hired. Depending on the position, a job seeker may undergo up to five screening levels.

***When it comes to staffing,
we know what we're doing.
After all, we've hired some
3,000 people for more
than 250 clients in the U.S.
and abroad.***



But we don't stop there. Our employees have completed tests that demonstrate their mastery of technical and managerial skills. They have successfully passed a drug screening as well as criminal and credit investigations. And, yes, we do check references, both business and personal.

When it comes to staffing, we know what we're doing. After all, we've hired some 3,000 people for more than 250 clients in the U.S. and abroad.

Information Technology Services

In a world where today's latest technology is tomorrow's antique, it makes sense to staff your Information Technology department with experts who have their eyes on the future. Don't settle for mere day-to-day operations. BBS—with our team of trained, Microsoft-certified professionals—can create an ever-evolving, state-of-the-art information center, custom-fitted to your company's needs and giving your organization that extra competitive edge.

- Help Desk Services: On-site or off-site, by phone or in person
- PC Break/Fix: Desktop and laptop repair, software applications support
- Asset Management: Equipment inventory control, peripheral device management
- Data Center Management: Day-to-day management, telecommunications
- Training Services: Software application training
- Network Management: Systems management, administration and infrastructure
- Database management
- Records management
- Technology project management
- Business resumption planning

Case Study

Information Technology Services

A top-100 law firm struggled with CD jukebox mechanisms for trial image storage. Our solution was to convert eight million pages of CD images to magnetically stored copies residing on a server, eliminating downtime and saving the firm money by reducing the need for continued investments in CDs, jukeboxes and repairs. The cost savings in hardware and software investments alone was nearly \$150,000 annually.



Ongoing Career Training & Development

People make the difference between acceptable service and great service. To ensure that you get great service, we offer the industry's most comprehensive training curriculum to all our employees, at all levels.

All BBS employees participate in mandatory customer service courses. Those in supervisory positions also take a leadership development course. The curriculum for both is licensed from AchieveGlobal, the world leader in helping organizations develop the skills and performance of their people. Our managerial-level employees complete a three-part course

Case Study

Excellence in Service

A top-10 investment bank presented BBS with an award citing our excellence in service, value, communication, proactivity and professionalism in providing an array of outsourcing services to multiple offices. BBS worked closely with this firm to re-engineer certain workflow processes, leverage new technology, reduce the cost and speed delivery of global documents, implement workflow and quality standards, share innovations and best practices, and develop contingency and disaster recovery programs.

in accounting and finance, performance management and presentation skills. And any employee in a technical position is certified as a national Microsoft Office User Specialist (MOUS), the training and testing for which is standardized and approved by Microsoft Corporation. Last but not least, we offer tuition reimbursement for educational opportunities.



People make the difference between acceptable service and great service.

Document Processing Services

Our highly trained and certified document experts—not to mention our alliances with key equipment vendors—manage the ebb and flow of your firm's voluminous paperwork. Think litigation files, patent and trademark documents, securities filings, corporate memoranda and endless correspondence. Documents like these are the muscle that drives your firm. Put your energy into creating them. We'll put ours into their production.

- Microsoft Office User Specialists
- Ongoing software training and employee development
- High utilization and productivity rates
- Detailed monthly status reports
- Expertise in firm-wide word processing system migrations
- Electronic tracking, queue management, cost recovery and utilization tools
- Extensive experience in pre- and post-software conversion work
- Strategic relationships with key industry vendors
- Electronic presentation, spreadsheet and database management
- Industry specific proofreading and editing
- Aid with litigation support databases and Internet/Intranet updates
- Off-site services, where needed



On-Site Management

One crucial way BBS differs from other outsourcing providers is the way we structure our team. We place a high-level decision-maker on-site with you—the Account Operations Manager (AOM)—so informed, critical decisions can be made quickly and efficiently. It is the management experience and extensive authority of our AOMs that truly differentiates BBS from the competition. The fact that your AOM reports to a local region manager, not some distant management team, further enables us to meet your needs proactively.

Your AOM is personally responsible for ensuring that our team operates efficiently, cost-effectively and strategically. So we make sure our AOMs are well prepared. All have undergraduate degrees, and many hold advanced degrees. All have previous management experience and a diverse set of skills, plus the ability to handle the deadline-driven pressures they encounter every day.

We place a high-level decision-maker on-site with you... so informed, critical decisions can be made quickly and efficiently.

Case Study

Presentation Services

Our design and software expertise, combined with our understanding of our client's business, enabled us to develop custom templates for a top-10 investment banking firm, transforming data into an industry-standard PowerPoint® program virtually overnight. The result was a reduction in training and recruiting costs as well as a 40 percent increase in productivity.

Presentation Services

A picture is worth a thousand words. Let BBS turn your words into dazzling, eye-popping displays that wow your customers. Our on-site specialists quickly and efficiently create customized presentations—from simple PowerPoint® charts to spectacular animated multimedia productions—that transform routine events into something compelling.

- Paper or digital presentations and pitchbooks
- Customized automated templates
- Industry-specific charts and diagrams
- Corporate design standards and color palettes
- Logo library management
- Standardization of electronic file naming convention
- Digital asset management
- Electronic job tracking and workflow management
- Desktop publishing
- Web presentations and screen shows
- Experts in presentation software (PowerPoint®), graphics software (Adobe Illustrator, Adobe Photoshop, Microsoft Visio®, CorelDRAW®, MapInfo®, etc.), desktop publishing software (QuarkXPress, Pagemaker, etc.) and animation software (Macromedia® Director and Flash, etc.)



The other team players, from your Client Services Director on up to the Regional Vice President and General Manager, function as a cohesive team, bringing critical support, oversight, stability and collaboration to the mix.

Our employees are not “temps.” They’re with you for the long haul as part of a time-tested personnel team that can grow or shrink as your needs dictate. Perhaps our numbers say it best: our client and employee retention rates are the highest in the business. We must be doing something right.

Perhaps our numbers say it best: our client and employee retention rates are the *highest in the business.*

Creative Services

Is your Web site meeting your business objectives? Need to create a series of customizable marketing brochures for a new product line? Oh, what you’d give for a complete on-site creative services department! One that can conceptualize, design, write and produce on a dime. BBS is your creative services partner, adding structure and consistency to your organization.

- Desktop publishing
 - Template creation and production
 - Training and technical publications
- Print production and finishing
- High-end graphic design
 - Conceptual design
 - Art and illustration
 - Digital photography
 - Layout
- Multimedia and Web site development
- Editorial services

Case Study

Creative Services

A leading global telecommunications company using BBS as its creative service department found our services to be 50-60% more cost effective than its advertising agency. Now the client’s creative services unit is used not only by the marketing department, but by its technical and management training groups as well.



Seamless Integration, Accountability & Quality Assurance

They say first impressions count. At BBS, we know a good one is essential. Our proven formula for new site implementation allows us to “ramp up” with no service interruptions for our clients.

Our Service Level Agreement with you outlines our commitment to maintaining the standards and quality control you expect. We work closely with you to establish service and performance levels that will be reviewed and modified periodically to meet changing needs. Once service levels are established, we write a detailed operations manual that covers all aspects of management, administration and production.

Our proprietary site operations tracking software helps us adjust and improve processes. Our clients appreciate the reports generated by this software, not just as a measure of our

performance, but as a tool for client charge-back capabilities. This is in addition to our monthly management reports, which measure activity, timeliness, quality and complaints.

Likewise, we are accountable to you via other measurement tools such as:

- Site audits that provide benchmarks comparing our solutions to those of our competitors as well as to similar BBS sites.
- Electronic customer satisfaction surveys that give you an anonymous way to provide feedback to us.
- User group meetings, which are informal discussions with clients to talk about improvements, anticipate changes or brainstorm new initiatives.
- Feedback forms that enable staff to provide detailed, ongoing comments on services.
- A Quality Action Team established at each site to ensure that your expectations are met or exceeded.

Litigation Support Services

From on-site consulting to off-site production to our proprietary software, BBS has integrated a comprehensive array of services into a one-stop shop that meets all your litigation support needs. Our expert litigation support specialists manage the critical nature of complex litigation in multiple locations with ease. We streamline the litigation process, so you can focus on winning cases. **Take a look at our services:**

Litigation Resource Management

What do you get when you combine our accomplished and knowledgeable on-site staff with superlative customer service? A customized solution that enhances your capabilities and allows your attorneys to instantly access and control the information critical to winning cases. BBS expands your attorneys' ability to share, create and collaborate. As your partner, we consult with you every step of the way.

- Litigation application support and training
- Document imaging, OCR, coding and printing
- Electronic data discovery processing
- Custom database management
- Litigation software expertise
- Case and project management
- Vendor management
- PDF creation and conversion
- Creation of CD-ROMs



In fact, quality assurance is so vital to us that all on-site managers meet regularly to collaborate about opportunities for improvement. Similarly, our technical staff attends workshops to discuss new technologies. And we reward our employees who provide exceptional service with bonuses and recognition programs.

One such incentive program encourages all BBS employees to collaborate via the BBS Best Practices database. The database is essentially a centralized, secure, Web-based compendium of BBS processes considered the best in their class. This helps assure you of consistent, high quality and cost-effective implementation and

procedures across sites—whether regional, national or global. In addition, the database allows us to make fact-based decisions about performance standards and new site planning.

Everything about the BBS approach inspires in our employees a sense of ownership and team effort. If you think our first impression is good, just wait. It only gets better.

If you think our first impression is good, just wait. It only gets better.

Case Study

Digital Litigation Solutions

BBS supported a top-10 law firm in meeting its tight litigation discovery review deadlines by scanning, coding and printing one million pages in less than 60 days, allowing timely completion of privilege review and prompt preparation for upcoming depositions.

Digital Litigation Solutions

When you need just-in-time, off-site document management on a project-by-project basis, BBS has the answer. Our conveniently located facilities nationwide guarantee that your jobs are processed quickly, accurately, completely and cost-effectively. Why spend your valuable time juggling multiple document vendors? View us as both an extension of your staff and a reliable partner who understands your project requirements.

- Document imaging
- Document printing
- Document coding
- Electronic data discovery processing
- Photocopying
- High-speed, high-volume printing
- Web-based document repository
- Optical character recognition

Case Study

JFS Litigator's Notebook®

A large U.S. law firm chose JFS Litigator's Notebook as their litigation support software for a tobacco litigation matter. They won a large verdict for their client, a multimillion-dollar fee from the defendant and accolades from the trial judge who noted that they tried the case with "uncommon skill."

JFS Litigator's Notebook®

This market-leading litigation workgroup application provides litigators, co-counsel and clients with a highly-secure collaborative platform on which to create case strategy. Team members can strategize anywhere, anytime—online or offline. Much more than a simple document repository, Litigator's Notebook offers many unique advantages to teams working on complex litigation matters:

- Store and organize critical evidence with the Notebook's familiar "3-ring binder" interface
- Analyze the evidence, assign tasks, calendar events, and create chronologies
- Online document reviews - save time and money on imaging services
- Create work product anywhere, anytime - then share and preserve it
- Customized security levels - by database, document, and field
- Ubiquitous access via any Web browser



We are committed to innovation in everything we do.

Strategic Solutions Group

At BBS, we never rest on our laurels. We are committed to innovation in everything we do. What we did today may be good, but technology changes and client expectations evolve.

That's why we created the BBS Strategic Solutions Group—to ensure that we deliver cutting-edge technologies to you. We don't wait for you to ask what's new out there. We have a team of experts whose primary responsibility is to proactively research new products, new vendor alliances and new technologies that add value to our services.

Our Strategic Solutions Group truly distinguishes us from the competition. We look ahead for you, while you look ahead for your clients.

Here are a few examples of how this forward-looking approach has benefited our clients:

Electronic Data Discovery Processing

Historically, the courts have required submission of hard copies of documents. Now that electronic documents are accepted as well, law firms are saddled with the onerous task of printing and reviewing such data. No longer. BBS processes more than 300 file types, including electronic mail and its attachments, word documents, spreadsheets and other file types, for inclusion into litigation support databases. If required, the entire population or a subset of documents can be selected for printing.

Document Digitization and Delivery

Disaster recovery planning requires a solution that safeguards all documents critical to an organization's functioning. Therefore, BBS broadened its services to create an electronic mailroom in which incoming mail is identified and scanned. Digitized mail is then routed accordingly, while hard documents are stored securely off-site.

Case Study

Office Document Services

For one of America's top-30 international law firms, BBS brought in more than 100 of its employees to provide a full range of office document services in seven of the firm's offices, from coast to coast. Under a multi-year contract, BBS helped this firm to reduce its outsourcing vendors from five to one, created standardized operations across the firm's locations and improved the quality of office service support.

Office Document Services

Deciding to outsource your administrative document services is easy. Choosing the right provider is another story. A vendor who simply sorts mail or make copies for clients, cookie-cutter style, just won't cut it. A true partner analyzes your requirements, creates customized recommendations based on your needs and implements solutions that improve your competitive edge. BBS is your partner.

Copy/Print Document Production

- Central operations for color and B/W printing and photocopies
- Finishing and binding
- Multi-function device (MFD) management
- Convenience copying
- Cost recovery and chargeback solutions
- Electronic job submission
- Desktop print management
- Digital migration strategies

- Digital network printing
- Equipment management and maintenance

Facsimile Services

- Centralized and desktop fax operations
- Transmission and distribution
- Fax server management
- Broadcast faxing

Scanning Solutions

- Litigation imaging services
- Optical character recognition (OCR)

- Creation of CD-ROMs and other media
- Convenience scanning
- Archival solutions
- Records management

Mailroom Operations

- Central mail operations
- Incoming/outgoing distribution
- Tracking
- Courier/vendor management
- Scanning of incoming mail
- Supply and records management

Bowne Business Solutions Locations

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- **Bowne & Co., Inc.** is a global leader in providing high-value solutions that empower our clients' communications.
- **Bowne Financial Print:** The most comprehensive array of transactional and compliance-related services to create, manage, translate and distribute mission-critical documents.
- **Bowne Enterprise Solutions:** Digital printing and electronic delivery of personalized communications that enable companies to strengthen relationships and increase market leadership.
- **Bowne Business Solutions:** A full array of outsourcing services in word processing, desktop publishing, information technology, litigation resource management and office document services.
- **Bowne Global Solutions:** A broad range of localization services, which help companies adapt communications developed in one country to meet the social, cultural and business requirements for successful distribution in another.

BOWNE

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