



Professional Services

MARKETING SERVICES AND CRM

FSH has over 20,000 channel partners and approximately 10,000 physical distribution points in its marketing network. Moreover, the FSH marketing network includes over 6,000 fast-retail—convenience store—outlets. This means that we can offer business partners access to a ready-made network of channel partners.

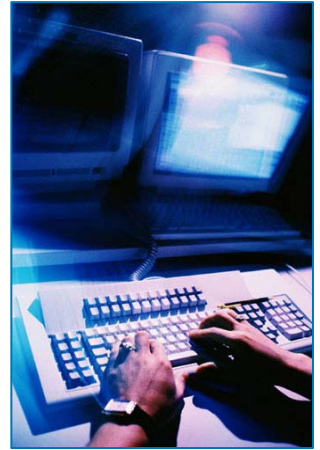
As an illustration of this capability, when FSH launched its

ATM venture, the Company offered its channel locations to one of the premier providers in the industry. Thus, in a matter of weeks, FSH was able to position an offer with a tremendous number of outlets.

The physical ability to touch this distribution network can be a tremendous advantage to any consumer marketing company. However, FSH also has a significant base of part-

ners in the business-to-business community, including airports, hotels and convention centers.

Finally, the Company combines this physical footprint with the information systems that enable flexible billing, market information, site location information and commission payments. Essentially, FSH can offer partners a physical distribution and agent compensation ability.



A strong capability in CRM and decision support. Robust systems and infrastructure

TECHNOLOGY MAINTENANCE SERVICES

In addition to a strong Logistics Management capability, FSH can offer partners and product suppliers a highly qualified maintenance workforce.

The legacy of the Bell System is based on education and qualification of the workforce. FSH personnel are familiar with the principals of total quality management, process control and defect

reduction. Thus, when you select FSH for maintenance services, you gain access to a corporate memory that is unmatched—regardless of the industry.

With over 200 capable service personnel—and the ability to expand—FSH can deliver a national footprint for organizations that must maintain mission-critical premise based equipment.

In addition to fulfilling the maintenance needs of partners, FSH can provide advice on maintenance procedures in hostile environments.

FSH leadership can design, manage, and/or improve your current service techniques and processes.

From communication systems to vending machines, FSH is willing to help.

“A unique ability to implement and manage high technology systems in any market.”

TECHNOLOGY INSTALLATION SERVICES

The experienced team of FSH technical resources has proven invaluable as FSH approaches new opportunities. As an example, when FSH decided to enter the ATM transaction processing business, the team made the process easy. Given a deep understanding of consumer based technology, there are

few implementations that FSH cannot handle.

FSH has the benefit of Bell System trained technical resources. This means that we can understand the most complex system installations—be they computer, telecommunications or electronic based—but that our people are grounded in proc-

ess management. In addition to offering field support, FSH can also provide Network Operations Center management capability to monitor and remotely adjust sophisticated equipment and systems.



Accomplished engineers and technical staff make any project doable.