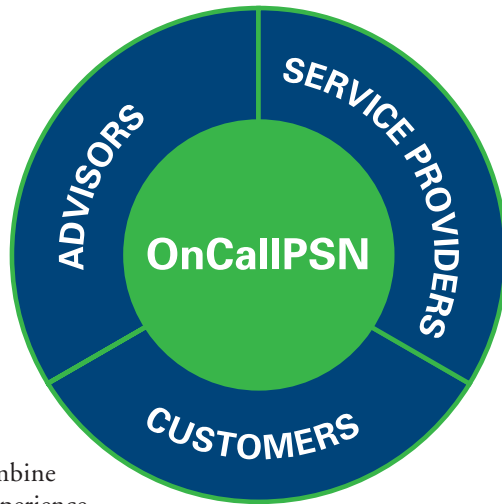


*Time*

—never enough in the day?

**OnCallPSN<sup>®</sup>**  
Professional Services Network



**OnCallPSN CUSTOMERS** are companies focusing on the activities that drive revenue and whose ownership, management and personnel can become overwhelmed with the countless areas of business that need “up front” attention.

**OnCallPSN ADVISORS** combine corporate and entrepreneurial experience. A diverse list of experiences and accomplishments allow prepared advisors to assist in numerous areas. These professionals are “on call” to provide objective advice and support.

**OnCallPSN SERVICE PROVIDERS** are professional, qualified experts in selected support services necessary to assist the customer.

**OnCallPSN uses Internet based, collaborative software that allows constant up to date monitoring of deliverables and effective communication between customers, advisors and service providers.**

**For further information contact:**  
260-407-1712  
info@OnCallPSN.com

**OnCallPSN<sup>®</sup>**  
Professional Services Network

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**A NETWORK OF**

**▶ “ON-CALL” ADVISORS  
AND SERVICE PROVIDERS**

**TO MEET THE NEEDS OF BUSINESSES**

# Employee Performance

—how should we handle that?

## Mission Statement

OnCallPSN's mission is to extend the management capabilities of our customers.

## Who is OnCallPSN®

- A network of professional advisors providing a “one stop” source for a full range of business services.
- OnCallPSN frees company management to focus on their core strengths while professional services are managed by a single vendor.
- A team of professional business advisors who maintain a progressive relationship with customers to meet a wide range of customer specific business needs.

The advisors, together with a select group of service providers, bring proactive support by analyzing issues, providing solutions and coordinating continuous dialog, utilizing a sophisticated workgroup technology.

*Computer  
Technology*  
—what do we  
really need?

[www.OnCallPSN.com](http://www.OnCallPSN.com)

## KEY AREAS:

OnCallPSN is experienced in the foundational aspects of businesses:



### Strategy

With clear vision, goals and objectives, effective strategy positions a company to become more efficient and profitable.



### Human Resources

Providing solutions to human resource issues and opportunities to achieve organizational goals and strategies.



### Marketing & Sales

Choosing appropriate marketing strategies and implementation for your business, creating sales and maintaining customer loyalty through service are important to success.



### Operations

Managing a business is heavily dependant on variables including costs, strategies, and planning for the future. Manage growth through techniques like Six Sigma and ISO 9000.



### Technical Services

Providing a variety of assistance including project management, equipment selection and installation, plant layout, scheduling, forecasting, outsourcing and purchasing.



### Information Technology

A constant changing process, manage IT with quality vision and planning to achieve optimum value and return on investment.



### Finance & Accounting

Produce a sound financial plan; manage cash flow for operations and sales, growing or downsizing. Assistance includes financial structure, debt structure, budgeting and cash management.

## Benefits

- OnCallPSN provides a way for businesses to grow without committing to full-time professional staff.
- The coordination of the work by individual professional service providers is handled by OnCallPSN. Advisors and service providers are subject to quality measurements and regular feedback.
- We provide planning and prioritizing, with advisors, to achieve continuous improvement in business processes, balancing of workloads, problem avoidance and the peace of mind that comes from being in control of your business.
- We suggest cost-effective solutions, with a predictable monthly rate, for routine professional advice.
- Cost/service comparisons are provided by OnCallPSN, when external service providers are needed.
- OnCallPSN offers flexibility by creating a plan that works for you!

## How Is OnCallPSN Different?

- An OnCallPSN advisory team is assigned to each customer and is on call for a fixed monthly fee.
- A tremendous breadth of departmental services are provided, through proven local professionals and local/regional service providers.
- A proactive approach is used to provide professional services—anticipating and addressing problems rather than reacting to them.
- Workflow technology is utilized to streamline processes within and across businesses.
- Collaborative software is used for all parties to maintain communication and measure the ongoing deliverables.
- OnCallPSN leverages the capabilities of network participants through shared infrastructures, processes and procedures which improve effectiveness and results in greater efficiency.

## Ten Commonly Cited Reasons why Businesses Fail

- Lack of management systems
- Lack of vision and purpose
- Lack of financial planning and review
- Overdependence on specific individuals in the business
- Failure to establish or communicate company goals
- Competition and lack of market knowledge
- Inadequate capitalization
- Absence of standards
- Concentration on the tactical rather than the strategic
- Poor market strategy

Source: *Indianapolis C.E.O. Magazine*