

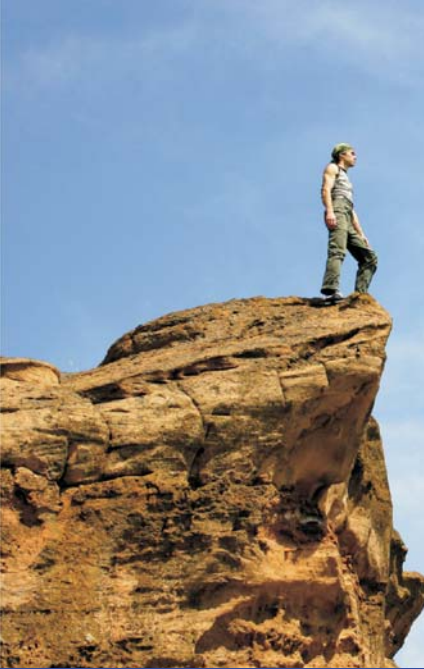
A close-up photograph of a person's eye, looking slightly to the right. The eye is wearing a blue contact lens. The iris is a vibrant blue, and the pupil is dark. The eyelashes are dark and well-defined. The skin around the eye is fair and smooth. The background is a soft, out-of-focus yellowish-gold color.

# Welcome to ECENTER

**ECENTER**  
[www.ecenter.net](http://www.ecenter.net)

## » Who we are

TALENTED & BRIGHT people – just like you! **ECENTER** is a **management consulting company**. It was established in 2002. ECENTER quadrupled its sales in the last four years. This **outstanding growth was achieved mainly through the success of our clients**. Doubling our sales every 2 years has been achieved mainly by more extensive engagements with our existing clients which shows that **our clients enjoy working with ECENTER's people**. And of course **we enjoy working with our clients**.



There is no limit  
to what you can achieve.

ECENTER can help you!

ECENTER  
www.ecenter.net

## » Highlights

- ▶ ECENTER is a management consulting firm founded in 2002
- ▶ ECENTER has worked with respected organizations and smaller companies in various industries (examples):
  - » American Chamber of Commerce
  - » eLanders (publicly traded company in Sweden)
  - » Pfizer
- ▶ We have helped our clients to achieve outstanding results (examples):
  - » Five, s.r.o. **tripled its business within 1.5 years** after ECENTER's engagement
  - » Indonesian share of imports to Slovakia **increased by 33% annually** [before our engagement it was 0%]
  - » Schill Dental became a **clear market leader** in the dental industry in Slovakia

### Feedback from our clients:

*"... but then again go for it because there were number of times when I thought it was just a waste of time and you surprised me by turning it around completely..."* [Related to our negotiations services]

*"... perfect time management..."* [Project management services]

*"... The professionalism of the trainers was excellent..."*, *"... Thank you for excellent training..."*, *"... Excellent preparation..."* [Training services]

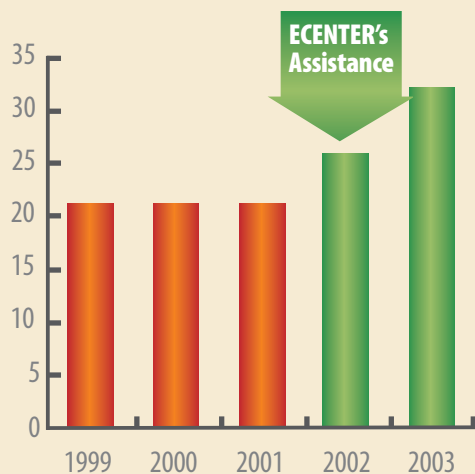
*"... I especially enjoyed that you could sit on my chair, put on my hat and you took a good control..."* (protecting the client's interests). [Temporary company's management and turnaround of the firm]

*"Thank you for having a great time with you. Thank you for knowledge you delivered to us." "Very interesting. Probably the best course I've ever had."*

[Project Management training].

### Our success:

Indonesia's share on Slovak Import



We will make sure that your  
comments and successes will  
reflect those of our clients.



## » What we do (how do we achieve our clients' successes)

It varies from company to company. In other words – we are in close contact with our clients and it is a common effort to find consensus on what we should do together to grow faster than other companies in the market. In the following you will see that our scope is broad. Our top quality of project management and people allows us to be so. Actually, we were often pushed by our clients to extend our services to a broader scope because they enjoyed working with us.

### STRATEGIC MANAGEMENT & PLANNING

#### » Strategic management

- Long term plans
- Business Plans
  - Feasibility studies
  - Start-up plans
  - Creating business plans
  - Reviewing business plans (providing expert opinion) [we had a client in the environmental industry who wanted to launch a new service to the community. After reviewing the complete plan we realized that his cost side was underestimated by 45% and his revenues side was also underestimated by 36% which made the business substantially less attractive, but it provided a more realistic perspective on the business.

### SALES MANAGEMENT

- » Sales analysis and forecasts
- » Sales audit

### RESEARCH & ASSESSMENTS

#### » Research (qualitative and quantitative) including business intelligence

- (examples of our work include but are not limited to research on Slovak eBanking, and possibilities for Samsung business in Slovakia)

#### » In addition to custom-built research we offer the following:

- Observation groups
- Individual interviews

### TEMPORARY MANAGEMENT

#### » Executive management

- Crisis management (media interview preparation after the company's facility burned down)
- Change management (complete change of company's management)

### FINANCIAL MANAGEMENT

- » Financial assessment of a company
- » Short term financial plans
- » Long term financial plans (Cash Flow forecasts, Balance Sheets, Income Statements or Profit & Loss).
- » Assistance in external financing – preparing documents to obtain bank loan(s) or external financing

### HUMAN RESOURCE MANAGEMENT

- » Management coaching
- » Executive search

### PROCESS MANAGEMENT

- » New Process Development
- » Process reengineering
  - Detailed process flow design and architecture
  - Relations identification
  - Adjustment to optimum new process

### PROJECT MANAGEMENT

#### » Project management (whether it's an intensive manufacturing project, new processes in the company, or a completely new project we can help).

- Identifying goals and objectives (including desirable outcome)
  - Setting milestones, deliverables dates and partial deadlines
  - Identifying necessary tasks and resources
  - Appropriate planning of the resources and relevant relations
  - Tracking progress
  - Reporting results
  - Adjusting plans according to current status of the project
  - Managing project team(s)
  - Project management services were provided in various projects for a number of customers including legal assistance, manufacturing of pre-fabricated houses, allocation and acquisition of a company, improved quality control system, improved on-time delivery system.
- #### » Initial research on company's standing. This includes:
- Presentation and assessment of company's financial statements (all that's available)
  - Initial company's value assessment – this might be beneficial to insurance firms, or business partners
  - thorough analysis of companies
- #### » Company assessments
- Company ratings
  - Company rankings
  - Company monitoring (one-time or regular reviews of companies)
  - Turnaround management
  - Interim management of companies (managing firms, making needed though often unpopular changes before new management is put in place)
  - Executive search (thorough process of finding the right persons for the leading positions)

### MARKETING MANAGEMENT

- » Marketing planning
- » Storyboard creation
- » Copy writing
- » Advertising design
- » Advertising plans
- » Price negotiations

### ASSESSMENT OF IT INFRASTRUCTURE

- » IT Audits
- » IT improvements
- » IT project management

### NEGOTIATION SERVICES

- » With business partners
- » With creditors
- » With potential clients

### OTHER ASSISTANCE & ACTIVITIES

- » Brainstorming sessions
- » Ideas consolidation, their assessment(s) and refinement



## » What we have done (publishable activities with specific clients)

### American Chamber of Commerce in the Slovak Republic

- » Video presentation for its 10th anniversary
- » Hired director for its second office in Eastern Slovakia - Kosice
- » Hired Corporate & Public Affairs Officer for its Bratislava office

### DELL

- » Trained expats on cultural and social aspects of doing business in Slovakia.

### Dutch wood products manufacturer

- » Provided crisis management assistance
- » Provided interim management of the company
- » ECENTER completely changed management of the organization
- » Developed complex planning process and built relevant tools
- » Developed complex time and cost budgeting tool
- » Developed and implanted quality control system which reduced quality issues and reduced quality related costs to less than 6% of the pre-ECENTER engagement.
- » Accomplished on-time delivery for the first time in 36 months
- » Developed and built stock management system
- » Provided top management coaching
- » Re-engineering of production processes
- » Significantly reduced input costs
- » Developed performance based compensation system

### eLanders, Haix, ItaloSuisse, Dutch individual investor

- » Finding business partners based on pre-defined criteria (we often provide assistance on developing selection criteria)
- » Detailed screening of the best prospects
  - Company research and assessment
  - Firms financial status assessment and research
  - Due diligence
  - Deal negotiations
- » Facility purchase negotiations
- » Company acquisition negotiations

### Five, s.r.o.

#### **tripled its business within 1.5 years after engagement with ECENTER. Engagement involved:**

- » Negotiations with business partners
- » Short term company turnaround plan including financing
- » Long term strategic plan
- » 5 year financial planning including monthly cash flow
- » Successfully obtaining external financing
- » Organizational structure adjustments
- » Co-management entry to a new market
- » Mystery Shopping

### Indonesian Embassy in Slovakia

- » Analyzed current status of Indonesian imports to Slovakia
- » Identified space for improvements
- » Provided 25 specific suggestions which could help to improve Indonesian imports to Slovakia
- » With just 20% of suggestions implemented resulted in year-to-year growth of 24%

### IT EURO and DCIT

- » Designed marketing and sales strategy for an IT company's expansion to Slovakia

### Johnson Wales University

- » Presentation on business environment in Czech Republic, Hungary, Slovakia, and Poland

### Pfizer

- » We trained the top management in Slovakia. The training was custom – designed with pre-defined objectives.
- » In anonymous feedback form ECENTER only missed by 1 point the maximum possible points it could achieve – such positive feedback was highly surprising even for ECENTER.
- » Comments in the Open question were as follows:
  - „Perfect time management“
  - „I was very satisfied with the presentation, explanations, and contents“
  - „The professionalism of trainers was excellent“
  - „Thank you for this excellent training“

### Various Companies

- » Research and Business Intelligence provided to a number of clients with essential data needed for critical decision making

### Samsung

- » In 2002 ECENTER provided SAMSUNG Austria with research results showing enormous potential for the company in Slovakia.
- » Only 2 years later Samsung opened its new facility in Slovakia and is extending its presence in the country.

### Schill Dental

- » ECENTER developed and analyzed the firm and market and prepared recommendations for improvements of Schill Dental.
- » Schill Dental is today one of the most respected Dental Offices in the country.
- » Designed and performed custom-made training for the staff
- » Created and monitored a marketing plan
- » Developed and executed a staff training plan





# Think, Work and Succeed with us

## » Who is our ideal client

Medium and large companies; but we can help companies of all sizes.

We have successfully provided services to companies in various business segments and to companies of various sizes.

### ECENTER:

- Is significantly less expensive than large consulting firms such as BCG, McKinsey & Company, Accenture, Deloitte and others
- Provides comparable service in a number of segments (our staff's background matches or often exceeds those of the staffs in the top consulting firms)

ECENTER's profile provides strong grounds for:

- **Large organizations:** ECENTER provides valuable independent expert opinions full of inspiring ideas that can enhance or improve the final desired outcome
- **Medium size companies:** ECENTER provides a full range of services to make companies more competitive in their present markets and helps with successful entry into new markets – whether those are new business segments or geographical markets or both
- **Small firms:** ECENTER provides guidance and advice

ECENTER can provide a full range of services to Medium firms. We especially enjoy working with those that are **keen to grow fast, have realistic expectations, and understanding of the market.** We equally enjoy the challenge of helping companies which are in trouble and in need of immediate and intensive help.

Examples of clients that have become one of the leading companies in their industry include:

- Denim, s.r.o. – Apparel retail
- Schill Dental – Dental industry

- Allen & Overy
- American Chamber of Commerce
- American Express
- British Airways
- City University
- Deloitte & Touche
- DENIM
- DENIM-CZ
- DCIT
- DREVINA-DREVONA
- eLanders
- ESET
- FIVE
- HAIX (Germany)
- Hotel Crown Plaza Hotel Forum
- Hotel Danube
- Hotel Devin
- ICT Istroconti
- ItalloSuisse
- ISG Executive Search
- IILE
- IPEC
- ITEURO (Czech Republic)
- Johnson Wales University (Rhode Island, U.S.)
- Key6 Business Solutions
- Mamaison
- Mitsubishi Corporation
- Ministry of Foreign Affairs of the Slovak Republic
- Office & Hotels Direct
- Peterka & Partners
- RadissonSAS Hotel Carlton
- Rodl & Partners
- Samsung Austria
- Pfizer
- SAP
- Schill Dental
- SkyEurope
- Tacoma Consulting
- The Slovak Spectator
- The Embassy of the Republic of Indonesia in the Slovak Republic
- The U.S. Embassy in the Slovak Republic

## Why ECENTER?

- ▶ **We provide agile, flexible and more courteous services:** we are a relatively small company, which provides a level of intimacy and allows us to exceed your expectations.
- ▶ **We custom design our services to our clients' needs:** most of the services we provide are custom designed specifically for each client.
- ▶ **We have experienced and skillful staff:** we pride ourselves on having outstanding people who provide valuable assistance for your company or projects.
- ▶ **We enjoy what we do:** it is not a job, it is a passion for us.
- ▶ **We are dynamic:** we keep things moving forward much faster than what people expect us to do.
- ▶ **We are price competitive:** as a smaller company we provide very competitive rates, especially when compared to larger organizations in the industry.
- ▶ **We are results oriented:** we are truly dedicated to making our clients succeed with their projects. This cannot always be said of competing companies.

We hope YOU too will soon join our growing list of satisfied clients!

We provide help with **research, consulting, coaching, management, implementation, and operations.**

## Enjoy The Ride! Think, Work & Succeed With us

Ecenter assists foreign companies to successfully establish their operations in Central Europe or their partnerships with local firms.

Ecenter also helps ambitious local companies to successfully sell their services or products in new markets and become more competitive in their current markets.

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