

PERFORMANCE
MANAGEMENT
— GROUP —

Dear prospective KamRock Telecom client:

Performance Management Group acts as a purchasing services provider for our clients by finding cost savings opportunities, optimizing our client's supplier base, creating efficiencies and following our client's contractual agreements with their suppliers.

While Telecom has traditionally been a strong category for us and has always brought great savings for our clients, our results greatly improved when we began using KamRock Telecom. We found KamRock to be the most thorough and meticulous of any broker we've ever used bar none for the following reasons:

- KamRock does not merely stop at finding price-over-price savings.
- KamRock strives to create efficiencies by disconnecting unnecessary services no longer needed.
- KamRock has been the most conscious of finding our clients' current contractual obligations.
- KamRock finds the best solutions for our clients even if the best solution is for the client to remain with the services they already have.

Here is a brief summary of some of the work KamRock has performed for our clients:

- Eighty-eight store group based out of Oregon- KamRock found approximately \$65,550 in eighteen months savings by moving the PRIs in ten locations in six states to PAETEC, XO Communications and Telepacific.
- Three store group in Kansas City with multiple issues- \$1.68 per minute on long distance, erroneous charges that KamRock obtained credits back, discontinued obsolete technologies including unused ISDN lines and inefficient billing that KamRock corrected.
- Ten store group based out of Louisiana- KamRock cleaned a messy analog line setup with AT&T by converting the client to Cavalier and cancelling unused lines. They streamlined the billing issues from twenty-six bills to about five bills.
- A five-store group in Maryland- KamRock converted this client to an MPLS solution with One Communications saving our client \$27,000 annually and doubling their bandwidth between locations.
- Clients in Minnesota, South Dakota, North Dakota, Wisconsin, Illinois, Oklahoma, Texas, Alaska and Kansas- These clients were recommended to stay with their current suppliers. KamRock helped streamline their billing, eliminated cramming charges and improved the efficiency of their services.

Because KamRock does such a thorough job on the front end, 100% of our clients' implementations occurred with no issues to speak of. In addition to successful front end requirements gathering, process improvements, implementations, audits for unused lines and elimination of cramming charges, KamRock has outstanding customer service and calls are always returned with logical answers to our questions. It is for these reasons that our Telecom solution at PMG is the best in the industry; because of our partnership with KamRock Telecom. You will never find a better Telecom solution than KamRock Telecom.

Jeff Sorenson



Manager Client Support

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