

How we are progressing...

What we said >

1

Focus separately on two distinct customer groups

- > EEM – Electronic and Electromechanical
- > MRO – Maintenance, Repair and Operations

2

Implement the Enterprise Business System (EBS)

- > Asia
- > UK and Europe

3

Create a lower cost infrastructure

- > £10m infrastructure reduction

What we have achieved >

100,000

Extended range products have been made available over the web from our North American and Japanese offers

Go-live

EBS successfully launched in Austria, Germany, Italy and China

£7.6m

Total annualised cost reduction

What we are doing next >

Further develop the EEM offer

- > Further product range additions
- > More new technology launches
- > Widening the availability of extended ranges
- > Deepen the relationship with selected suppliers

EBS implementation is now complete

- > Final element of the European roll out was completed in May 2007
- > From May 2007, all UK and European businesses operate on the EBS platform
- > Beginning to realise the benefits of an integrated system

Further actions planned to achieve the annualised £10m target

- > Complete by end 2008