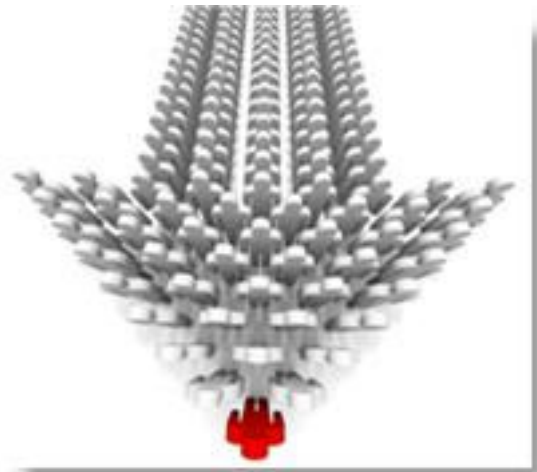


Consulting

What Is Cornerstone Consulting

A Cornerstone consulting engagement (CCE) is an effective way to identify aspects of a company's current business processes that could be made more efficient. This service is designed to help customers achieve maximum benefit from their investment in Cornerstone technology.

Cornerstone Professional Service Consultants, including senior and advisory staff, offer both an intensive understanding of the Cornerstone application suite and years of experience in corporate travel management, online travel fulfillment and leisure travel operations. The consulting team offers a fresh look at existing processes and systems and delivers a concrete plan for productivity improvements that will have a measurable impact on customers' bottom lines.



Why Undergo a Consulting Engagement?

High employee turnover, business reorganization and downsizing can rob travel management companies of institutional knowledge. Over time, this lack of operational insight can cause many processes to become unnecessarily complex. Budget constraints, competing projects, limited resources or other priorities frequently prevent companies from focusing on their existing systems. Through a CCE companies will be able to revise their original objectives, devise a plan for corrective action and maximize the performance of their current technology environment. Or, if companies are considering new technology, our consultants can identify opportunities for improvement to realize a faster and stronger return on your investment.

What Does A Consulting Engagement Deliver?

The CCE process can be characterized as a continuous exchange of information. Our consultants work with key staff to review existing processes in detail and discover new ways to reduce or eliminate manual work. We also identify strategies for better managing processes, improving access to information, streamlining reporting and reconciliation, and ensuring system security and reliability. The goal of a successful CCE is to maximize consistency and efficiency, build in quality assurance controls and create a standardized problem resolution procedure.

To preserve the knowledge that customers gain from a CCE, we provide a comprehensive report that outlines a specific action plan to realize customers' long-term goals. Deliverables may include:

- A review of current issues, their symptoms and root causes.
- Recommended process improvements centered on:
 - Technology gaps.
 - Quality assurance processes.
 - Operational inefficiencies.
- A step-by-step roadmap for future improvements.
- Recommendations for personnel development and training.
- An outline of available outsource opportunities to support business objectives.