

OUR SERVICE OFFERING

THE ART OF TROUBLESHOOTING



We are similar to any other top tier consulting firm

Our experts have long years of practical experience in solving high-value commercial disputes

We use a unique methodological system together with a forward-thinking and a creative approach

We operate globally and maintain a wide network of contacts within leading law firms and authorities

Over the last three decades we achieved an impressive track record of success



....with one major difference

We provide one single service - **TROUBLESHOOTING**

Our main and only goal is to solve any given commercial dispute in accordance with client's business targets

We are not a law firm neither an accounting firm or advisors who are randomly involved in limited aspects of commercial disputes

100% of our resources and time are dedicated to minimize client's exposure and solve its high-value commercial disputes



It means that -

We do not provide an advise – we self construct and implement an all-around solution, from A to Z

We lead the case “hands-on” from its preliminary stage until final resolution – we are actively involved in each and any aspect

We base our conclusions on fact finding and independent thinking – we do not expect the client to provide us with the evidence, we self-collect and analyze valuable information from a variety of internal and external sources

We are logical and know to define realistic targets acceptable by the client



We call our offering - **TROUBLESHOOTING**

It is the art of solving high-value complex commercial disputes in an efficient, methodological and proficient way by serving full and complete solution in line with client's best interests and commercial objectives



TROUBLESHOOTING requires special expertise & professional experience

Ability to make 360 degree business analysis assessment

Creative thinking and high-ability to identify and react fast to changing scenarios

Ability to stand high-pressure during all stages of dispute

Provide educated advise and do not leave room for mistakes

Full commitment & alignment with client's interests



Can you tell the difference (1) ?

Work Practice	Our Approach TROUBLESHOOTING	Other Advisors
Research & Analysis	<p>Independent and objective research</p> <p>Fact finding and evidence are obtained from internal and external sources involving special Business Intelligence methods and advance technologies</p> <p>100% of documentary material is examined</p> <p>Dynamic and updated during all stages of dispute</p>	<p>Dependent on information and documentary material provided by the client</p> <p>Usually, evidence is obtained only from internal sources or through output of efforts made by the client</p> <p>Limited, selective & subjective examination</p> <p>One-off effort usually at preliminary stage</p>



Can you tell the difference (2) ?

Work Practice	Our Approach TROUBLESHOOTING	Other Advisors
Strategic Plan	Aimed to achieve in most efficient way client's targets based on opponent's strengths and weaknesses - unlimited avenues for resolution	Usually limited to legal procedures
Advise	Full management of the case and active involvement at all stages ("Hands-on") Cross-border and multi-jurisdictional operations	Usually limited to legal advise and do not take proactive involvement or responsibility for implementation Usually limited to single jurisdiction



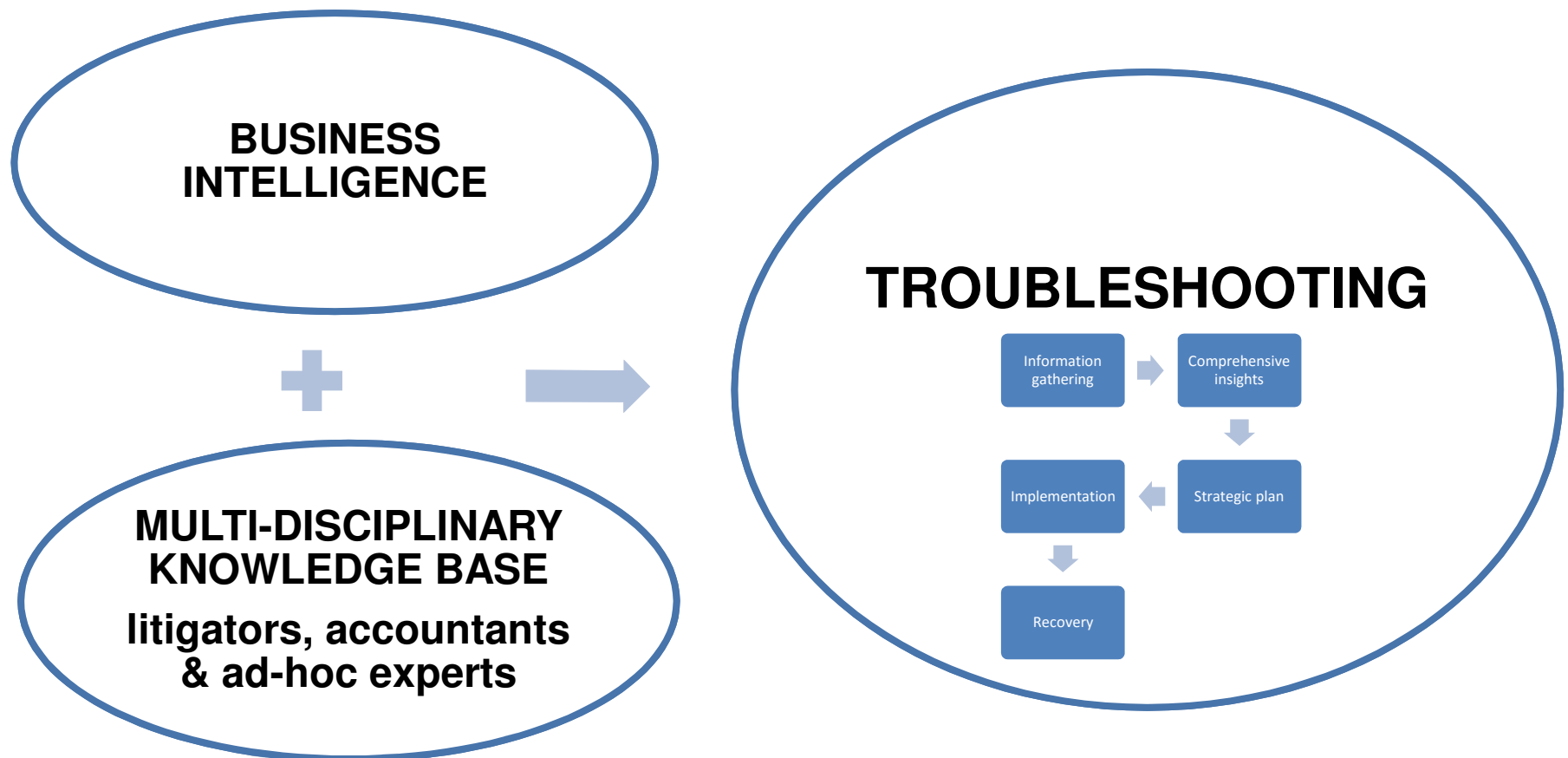
Can you tell the difference (3) ?

Work Practice	Our Approach TROUBLESHOOTING	Other Advisors
Implementation	Act for resolution by all aims available. Legal procedure is considered as one tactical tool (sometimes unfavorable) out of many others in arsenal	Usually through legal procedures
Target	Fulfill client's pre-defined targets and minimize financial exposure	Usually, focused at winning the case in court or achieve a settlement following certain legal procedures
Results	Achieve client's financial and qualitative targets or minimize exposure	May win court case but as well may fail in part or whole to achieve client's targets/best interests



Powerful Integrated Approach

Various disciplines are used in synergy during the troubleshooting process



Business Intelligence (BI)

Professional BI is an essential tool for any successful troubleshooting procedure

Professional BI enables independent, objective and educated advise based on valid evidence/facts

Professional BI provides clear picture of case strengths & weaknesses and identifies in real-time possible exposures or opportunities

Professional BI enables to minimize levels of uncertainly

Professional BI enables to take dynamic and knowledgeable decisions



Efficient & Effective BI

Identifies information and evidence from reliable internal and external sources

Advance searching abilities of big data and mass information (advance technologies)

Analyze random pieces of information within the big picture context and produce powerful insight

An on-going process that ends only once the case is resolved



Usually we are called once...

“The house is on fire”

Attempts to solve the dispute through client’s own resources have failed or even made the situation worst

Use of costly advisors failed to bring positive results

The client understands that he is faced with major exposure and must get a different level of advise



Questions you should ask yourself before rendering our services

Do you trust that We can Own your Problem We will Solve it?

Do you think you can provide us with full authority to manage the case?

Do you prefer the traditional consultant/advisor position or professional “hands-on” troubleshooting approach that inherently carries high degree of responsibility for results



In addition ask yourself

Can you leave the situation unsolved or ignore it?

Do you want to solve it yourself?

Do you have “adequate powers” within your organization
- can you handle politics and possible resistance to the
troubleshooting process?



Authority & Communication

In order to succeed we must get full authority to manage the case and implement agreed strategy

Non-cooperation or any form of negative interference may damage our work. We must speak in “one voice”

The client appoints a senior executive who acts as a “liaison officer”

We closely work with the client and provide routine and periodical case development reports to management/Board



Troubleshooting Process (1)

We receive full authorization to manage the case by all its aspects

We start by an in-depth analysis of available information obtained from internal and external sources

We create a detailed troubleshooting plan – submitted to the client for approval

We implement the plan and use all available tactical aims

We lead resolution, via negotiations or legal procedures

We succeed to achieve targets & conduct recovery activities



Troubleshooting Process (2)

In-depth case assessment at the start of the process

Clear and precise definition of client's realistic targets

Solutions are based on innovative thinking and insights backed by validated information and strong evidence

Selection of best course of action out of multiple possibilities for resolution

Takes into consideration cost-benefit aspects

Includes recovery plan and corrective measures if applicable



THANK YOU

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