



Pioneers Research & Consulting Group Sàrl Performance Report

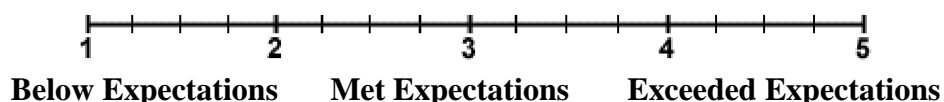
Below you'll find your current Performance Report, a tool used by clients to rate your performance on consulting projects. Clients may view this report at any time throughout their selection process. Each time you complete a project through ProSavvy this data will be updated to reflect your new evaluations. Please note: all scores have been scrambled to keep your clients' comments confidential. Also, average scores reflect all of your completed appraisals, including ones that are not visible on this page.

Principal Services: Business consulting.

Comprehensive Performance Ratings:

QUANTITATIVE

The comprehensive score below includes the total number of reviews received for this firm. Note: Some previous clients may not have provided ratings in all performance areas.



Comprehensive Score

Criteria	Average Rating
Overall Satisfaction How satisfied the client was overall with the services they received.	4.5
Proficiency How proficient the client believes <i>Pioneers Research & Consulting Group Sàrl</i> was, within the scope of the services delivered.	4.0
Responsiveness How responsive <i>Pioneers Research & Consulting Group Sàrl</i> was in meeting the client's needs and desires.	4.5
Results How close the results of the project came to the expectation set by <i>Pioneers Research & Consulting Group Sàrl</i> .	4.0
Cost Performance How well <i>Pioneers Research & Consulting Group Sàrl</i> did in meeting projected costs, taking into account reasonable cost increases caused by unforeseen circumstances.	3.3
Schedule Performance How well <i>Pioneers Research & Consulting Group Sàrl</i> did in meeting projected schedules, taking into account reasonable extensions caused by unforeseen circumstances.	3.0

Client Profiles

Client Industry:	Technology/Information Services	
Project Duration:	37 Months	Start Date: 06/1998
Services Delivered:	Our team developed a R & D project (business to business electronic platform) into a company. This included:	

- 1) Establishing a Business Plan.
- 2) Fund raising, negotiations with Venture Capital and Private Equity Funds, due diligence and term sheets.
- 3) Development and implementation of a marketing and sales strategy: international development of distribution channels targeting governments, international organizations, large city authorities and large corporations (Europe, Middle East and South America).
- 4) Management of the company including financial matters.

Client Industry:	Health Care	
Project Duration:	54 Months	Start Date: 06/1996
Services Delivered:	<p>Our team has supported the management of this leading regional healthcare organization in positioning the institution, define vision and strategies, the information and communication system, the quality insurance and optimize the Management Information Systems. The projects we have led included.</p> <p>Strategic Positioning:</p> <ul style="list-style-type: none"> - Analysis of the social en economic environment (facts and trends in healthcare demand), - Market review (competition, state intervention, initiatives and trends, characteristics and needs of the population), - Review of the current market positioning (SWOT analysis, key competencies and main constraints), - In response to our findings, the design of a network of healthcare institutions and of the strategies to secure an optimal market positioning, - Definition of the network's mission, vision and core values as well as its organizational structure. Core planning of the change process leading to implementation. <p>Information & Communication Systems (Aleph);</p> <p>Review of the current system and its structure. Then, the design of a new Information and Communication System architecture which merged the health and the management data criteria. This system focused on activities, patient flows, coordination capabilities as well as research, training and management activities. Our team supervised the development of the Prototype and the final implementation (CIT).</p> <p>Management Information Systems</p> <p>Design of tailor made functionalities in response to clearly identified management needs & supervision of the implementation of these functionalities into SAP (FI and CO modules).</p> <p>Quality System:</p> <p>Review of the quality practices; define what a quality project could imply and how to structure it. Provided all the analysis that supported the choice of an international ISO certification. In order to secure ISO certification, definition of the vision, the mission, the objectives and the strategies as well as the formalization of some management processes.</p>	
Client Industry:	Education & Training	
Project Duration:	1 Month	Start Date: 02/2003
Services Delivered:	This renowned European business school was considering whether	

to apply for a specific quality accreditation. Our team supported the school's management by independently evaluating:

- the criteria for accreditation and the school's apparent stand in regard to this criteria
- the school's present market positioning including a detailed analysis of competition
- the reasons and motivations that led other schools to apply for the accreditation
- the implications of state regulations in an evolving European education market
- the advantages and disadvantages of applying for accreditation
- the costs of accreditations including that of the change processes
- the school's strengths, weaknesses, opportunities and threats.

Our findings served as a base for decision making. The school's management has decided to proceed and apply for this accreditation. They will call upon our company to assist them in the definition, coordination and implementation of the change process required to secure accreditation.

Client Industry:	Banking & Financial	
Project Duration:	18 Months	Start Date: 09/2001
Services Delivered:	<p>We have assisted this customer, a leading Swiss Bank, in creating its Asset Management Centre. We provided the methodology and the dynamics to identify its strategic market positioning, design and implement its investment processes and help them implement change.</p> <p>This has led us to conduct a broad study of their practices, product offerings, competition, internal processes and customer perceptions as well as an extensive SWOT analysis.</p> <p>Our team then contributed to the definition of the objectives, the lead directions, the strategies and the structure of the Asset Management Centre. We further assisted our customer in defining and formalizing the mission and the core values of the new organization, its investment philosophy as well as its core processes.</p> <p>We identified clear opportunities for efficiency improvement and supported our customer's management team in designing and conducting the appropriate change projects. These projects included:</p> <ul style="list-style-type: none">- the merger of different group entities,- the design and organization of the Asset management centre,- the formalization of the group investment philosophy,- the design of key processes such as customer satisfaction and investment decision making,- the design and organization of the Asset Management Centre communication processes,- the design of marketing material. <p>Our consultants have worked in close contact with this customer's management team as well as with middle management, brokers, analysts and strategists while successfully implementing the change process through work groups, seminars and individual coaching.</p>	

Most Recent Individual Performance Ratings: Criteria

These scores are randomly displayed and do not correspond to the Client Profiles section above. The most recent scores include the ratings from the most recent clients.

Most Recent Scores

	Client 1	Client 2	Client 3	Client 4
Overall Satisfaction:	4.0	5.0	4.0	5.0
Cost:	3.0	4.0	3.0	3.0
Schedule:	3.0	3.0	3.0	3.0
Responsiveness:	4.0	5.0	4.0	5.0
Proficiency:	4.0	4.0	3.0	5.0
Results:	4.0	4.0	4.0	4.0

Comprehensive Performance Ratings:

QUALITATIVE

Client 1:	great service, results and feeling
Client 2:	They are excellent professionals, they are serious and they understand very well then clients needs. We had a lot of pleasure to work with them.
Client 3:	We intend to continue to work with Pioneer because of our satisfaction.
Client 4:	By Pioneers Research & Consulting Group Sàrl, we found more than what we were used to get from consulting practices: <ul style="list-style-type: none">. Expertise in the field covered by the project. Costs and schedule control although boundaries of the project were blur at start. Flexible and committed to serve its clients. Pro-active by anticipating our needs and perfectly understanding our goals. High professional standards in work, behaviour, documentation and communication

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