



count on WIS to improve your results



WIS International

WIS started in 1953 with only a few employees, since then we have developed to become one of the leading providers of stocktaking services.

In 2005 Washington Inventory Service and Western Inventory Service merged to create a new company – WIS International – offering stocktaking services on a truly global basis.

With over 200 offices worldwide we are the oldest and most reliable stocktaking company in the world serving retailers across the UK, mainland Europe, USA, Canada and the Far East.

We conducted our first UK stocktake in January 2001 and have offices located in York (Head Office), Middlesbrough, Glasgow, West Midlands and North London. As the first UK stocktaking company to be awarded

the Investors in People Standard, our experienced staff have a proven track record of high quality service to retailers.

WIS International's dependable team of professionals will ensure your stocktake is executed with accuracy and expertise.

Among our customers are the most important retail names. Prominent supermarkets, discount stores, high street fashion outlets, department stores and warehouses who all choose WIS for their crucial stock counts.

And the reason why so many do?

WIS International combines dedicated trained professional counting crews with cutting edge technology to deliver exclusively designed programmes - programmes that efficiently meet your exacting requirements.



INVESTOR IN PEOPLE



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to your bottom line

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WIS International has a truly global coverage, enormous capacity, and the vision to meet the expanding needs of our customers. WIS International continues to develop innovative solutions for the changing needs of our industry. The goal of WIS International is to be "the best in the world."

what we do

reduce your
stock loss

The Facts

UK Figures

- £1472 million (36.5%) was lost to staff theft
- £1807 million (44.8%) was lost to customer thieves
- £177 million (6.4%) was lost to suppliers
- £576 million (14.2%) lost to internal error

(European Retail Theft Barometer 2005)



Letting WIS conduct your stock count could save your company thousands in shrinkage...

- We will evaluate your internal programme (including pre-stocktake processes)
- We will ensure the factual level of your stocktake is 100% precise
- We will focus reduction targets to reasonable expectations
- We will make sure you have an accurate stock file
- We will free up your internal capabilities

Improve Stock Availability
Accurate Stock File

Around 85% of UK retailers conduct their own stocktakes using internal store staff. These employees are neither trained to count or enthusiastic about the prospect of undertaking a stocktake!

Thus these retailers experience average accuracy success figures of 98%, with huge implications. The accuracy of their stock file and stock replenishment, as well as the entire supply chain cycle, is affected.

However, by choosing WIS, you know your stocktake will be 99.5% accurate - or higher.

reduce your
stock loss



Increased Sales What every retailer needs:

- Accurate improved stock availability

WIS has found major high street retailers still lose sales because of avoidable on-shelf availability problems.

- Cost effective planning

WIS knows that missing products lose sales and customers, while over-stocks can tie-up cash unnecessarily.

WIS's stocktake assures an accurate stock file and correct replenishment.

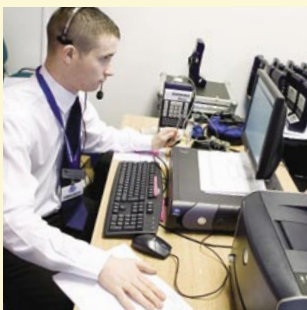
- Good stock management

WIS's stocktake will mean you have the right product in the right place at the right time.

- Maximum sales

WIS's accurate stocktakes mean customers witness a significant increase in sales due to continual availability of best selling products.

make a difference
to your bottom line



ACCURACY

Our counting procedures are tailored to your individual requirements. Specially designed counting equipment guarantees your satisfaction.

ECONOMY

Our experienced crews will reduce your costs – cutting counting time, overtime and allowing your employees to serve your customers.

SPEED

Our skilled team will complete your stocktake on time and at your convenience.

NO STRESS

Our crew manager will supervise the entire stocktake. You can be as involved as much or as little as you want to be.

REPUTATION

Our standard counting processes and audit trails are accepted by public accounting firms throughout the UK & USA.

OBJECTIVITY

Our unbiased, independent count will provide you and your accountant with absolute confidence in our results.

PUNCTUALITY

Our individually tailored stocktake reports will be in your hands when you need them to be.

PEACE OF MIND

Our accurate stocktaking methods are essential in determining the financial status of your company.

SATISFACTION

Our crew won't leave your store until all of your stocktaking questions have been answered to your satisfaction.

CUSTOMER SERVICE

Our fully trained team will attend to every detail of your stocktake requirements, schedules and individual needs.



Case Study 1:

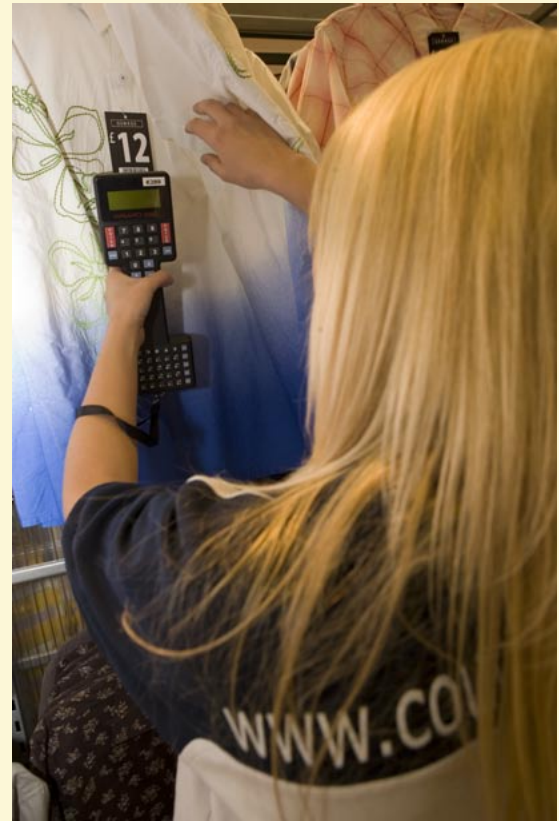
WIS highlighted one major UK retailer's shrinkage with staggering results. With yearly industry sales of £500,000,000, the retailer was expected to lose £7,644,000 (1.4%). What were they actually losing? £16,380,000 (3%). By involving the retailer's internal field management, WIS promoted cost reduction and understanding. We created an initial pilot scheme to target the highest risk stores. After evaluating the shrink numbers, we developed a store programme involving monthly project meetings maintaining and reviewing the programme's impact.

Case Study 2:

WIS International UK was appointed to improve upon a leading UK fashion retailer's process of Distribution Centre and store stocktakes. The customer's previous service provider took three weeks (average counting crew of 70 people per day) to complete the DC count of approximately 300,000 pieces, with finish times running as late as 5am next day. We were set the challenge of counting the DC and stores together in a 5 day period.

In results that exceeded our customer's expectations, WIS provided:

- Completion of DC count by 12 midday on Day 4 (with a counting crew of only 30 people per day)
- £150,000 saved in staff overtime across all stores
- A £100,000 (approx) fee saving at the DC
- Massively improved productivity and accuracy
- All stores completed by stipulated 12 midnight finish time
- On-time arrival of final reports and results
- Overall performance rating of 4.96 out of 5.00



WIS Customer Service

Customers report we are more **FLEXIBLE** and **RESPONSIVE** than our competitors.

Our staff will arrive together in WIS vehicles, on time and they will be dressed in one of our regulation WIS uniforms, to undertake your stocktake both unobtrusively and professionally.

Preparation is the key to a successful stocktake. Planning and attention to detail are vital when we begin work for a new customer. It is important to WIS that you understand the preparation needed to generate maximum efficiency and accuracy for your stocktake; as important as what you expect from WIS.

Our Team

All WIS crew managers are fully trained under WIS UK 'Crew Managers Training Programme' (the only qualification designed specifically for the Stocktaking Industry - York College and the National Awarding body NCFE). The three levels of this programme can take from 8 – 18 months to achieve.

- Under no circumstances will we use agency staff
- Our programme produces professional, customer focused, performance driven leaders
- WIS staff are given coaching, customer feedback and tests in different accounts
- WIS UK have grown service volume at 50% per year - without compromising exceptional service standards
- WIS dedicates resources to process and support our field managers, ensuring high success rates

Our Customer

WIS endeavours to build partnerships with each of our customers. We encourage regular review meetings and

two-way dialogue to drive a stocktake programme of continual improvement, year after year.

- We collaborate with clients on innovation
- We measure what is most important to the customer with Customer Metrics
- We are constantly improving our technology and procedures
- We will reduce your stock counting hours
- We will improve your bottom line



WIS's Technology Solutions

As the recognised leader in custom-designed hardware and software for the stocktaking industry, our goal is to guarantee your data integrity.

WIS has access to the most advanced stocktaking systems and our software allows customisation of the varying data collection and reporting needs of each customer.

With our numerous technical audit checks and balances WIS promises peace of mind.

Your stock count will benefit from...

WIS 550 Data Collector

- The world's FASTEST processor
- The world's most POWERFUL scalable inventory terminal
- Custom engineered for ACCURACY and SPEED
- ADAPTABILITY to new hardware
- NON-VOLATILE data storage
- Laser scanners for increased DEPENDIBILITY

WIS In-store PC Software

- Supports 127 simultaneous printers for faster wrap up times
- 1,000 counters on one PC
- Up to 80% reduction in back-ups and merges
- Flexible enquiry and editing tools

- Fast problem investigation and resolution
- Automatic duplicate transmissions resolution
- Custom finalisation tools
- Improved audit tools

WIS Scheduling

- Most advanced stocktaking scheduling system in the world
- Optimises routing of tens of thousands of visits in only a few hours
- Driving directions and maps to client locations
- Custom client scheduling interfaces

WIS Web Services and Reporting

Customers can deliver and retrieve files and reports via a secure, user-friendly interface.

WIS PC Operator Training and Testing

Our PC Operator and Training programme ensures consistent stocktaking procedures and unvarying information processing.



WE SAVE STAFF STOCKTAKING COSTS

How many extra employee hours and overtime does it take for you to stocktake?

WE REDUCE LOSS OF SALES

How can you pay your customers the attention they need while you stocktake?

WE SAVE YOUR MANAGEMENT TIME

How much time do you lose preparing and undertaking stocktakes?

WE LOWER TRAINING COSTS

How much time is spent training and re-training employees for stocktake?

WE SAVE HIDDEN SUPPLY COSTS

How much do you spend on extra equipment during stocktake?

WE CUT PROCESSING EXPENSES

How much do you pay your bookkeeper for processing?

WE PROMISE ACCURACY

How experienced are your staff at accurately stock counting and auditing?

WE BOOST EMPLOYEE MORALE

How enthusiastic are your staff about completing tricky stocktakes?

WE CUT INTERNAL STOCK LOSS

How do you know that a dishonest staff member is not doing your stocktake?

WIS International's UK offices are located in York (Head Office), Middlesbrough, Glasgow, West Midlands and North London. Planned offices to be located in Bristol, London South and Manchester.





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