

PRESS RELEASE

London, 26th May 2005

FOR IMMEDIATE RELEASE

PROOF OF THE NESTLÉ PUDDING IS IN THE DELIVERY

Nestlé Group Distribution is responsible for delivering Nestlé food products such as chilled foods, coffee, confectionery and mineral water from its UK factories and distribution centres to customers' own distribution centres around the UK. In the process 300,000 proofs of delivery (PODs) are generated every year.

A POD can be several pages long and records the name and signature of the person accepting the delivery along with a note of any damage or shortfall, if applicable. Paul Haslam, Continuous Improvements & Quality Manager for Nestlé Group Distribution, was tasked with reviewing the system for handling Proofs of Delivery when it became apparent that the existing system needed upgrading due to the age of the hardware in use.

At the time of Paul's review, Nestle was maintaining a number of in-house scanning units located in Nestlé distribution centres across the UK.

Paul noted, "Quite apart from the cost of staffing and maintaining the scanning units, we were failing to make the PODs available to customer services staff within acceptable timescales."

Preview Services was called in to advise. "We selected Preview Services initially because of the instant response to what was a relatively vague query. It soon became apparent that Preview were able to demonstrate that an outsourced solution could offer superior service levels and significant cost savings," said Paul.



Proofs of Delivery are now sent directly from the distribution centres to Preview Services where they are prepared, scanned and uploaded to Preview's browser-based eView+ web repository within 36 hours of the delivery - In the majority of cases this is less than half the time it took previously. Retrieving an image for viewing on-screen now takes seconds as opposed to 3 minutes on the old system - a huge benefit in terms of usability.

Paul concluded, "We have rarely experienced such good service from a supplier. Right from the first phone call, through to implementation the Preview team have been superb!"

COMPANY BACKGROUND

Preview Services Limited (www.previewservices.com) is a specialist provider of outsourced document management services to businesses and public organisations of all sizes. Clients include major sales and leasing companies, airlines, engineering firms and government agencies. Based in Hanworth, Middlesex the Company operates one of the UK's leading document scanning bureaux and is developing innovative and cost saving solutions for document management.

This Press Release is available in electronic format on request.

CONTACT:

Kathy Bruce (kathy.bruce@previewservices.com)

Preview Services Ltd, 1 Mount Road, Hanworth, Middlesex TW13 6AR UK

Tel: +44 (0)20 8755 5704 Fax: +44 (0)20-8755-5715



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