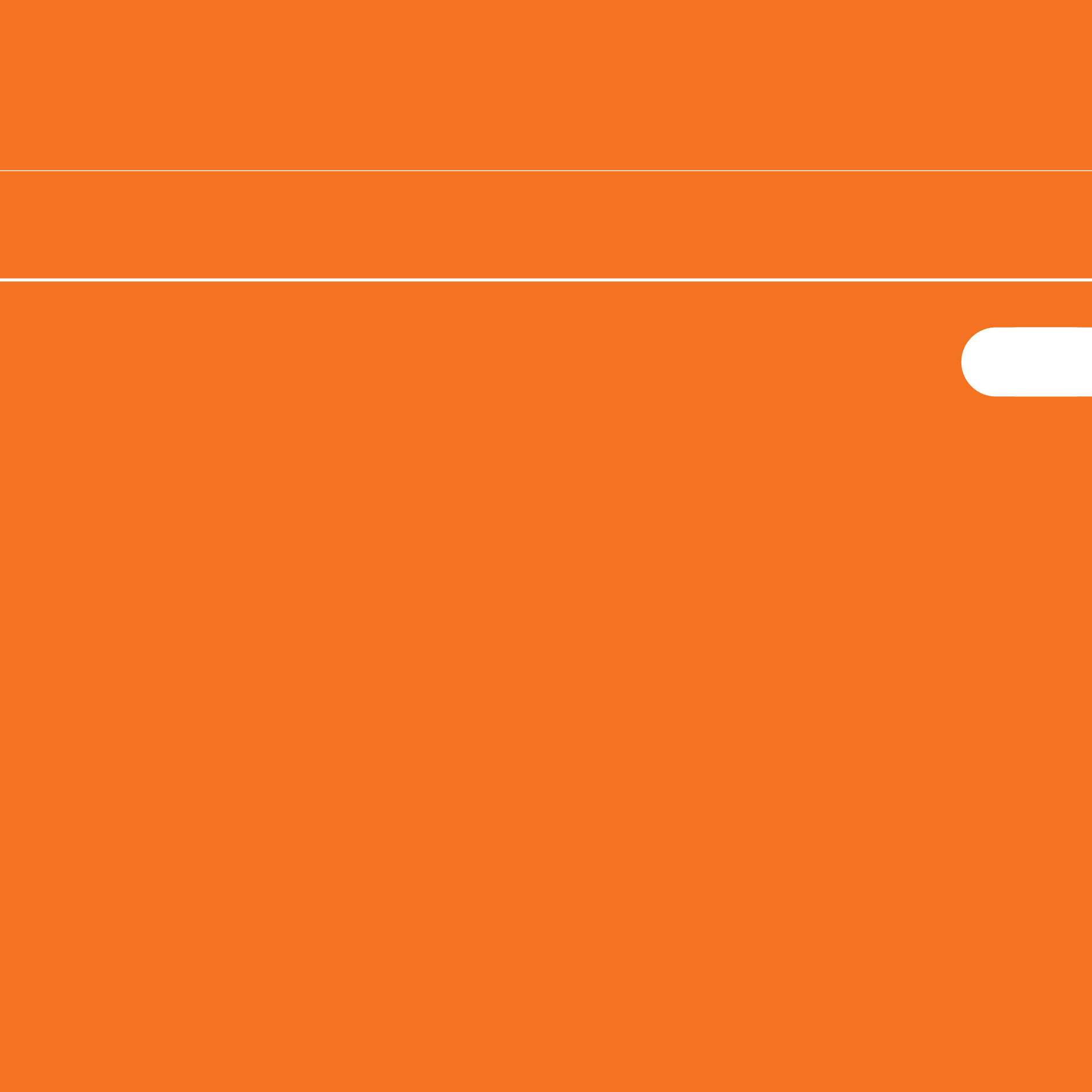


Construction Industry Solutions





Chairman's Statement

01

I believe COINS to be a unique organization grounded in basic and decent principles.

We care about the outcomes for our employees and our clients. As a reciprocation of this, I expect our employees to care about the company's goals and values. We have a rigorous recruitment processes to ensure suitability and fit: carefully matching individual to organization and organization to individual. We always aim to recruit for the medium to long term. The success of our organization is down to the people in it, this starts with a rigorous recruitment process that represents and emphasizes our values.

Today COINS draws on over 4,000 man-years of construction industry experience – a concentration of industry-specific expertise unrivalled we believe, putting COINS among the sector's world leaders.

We are increasingly focused on helping our clients achieve a range of positive business outcomes. The most effective engagements are where our clients are focused on business and process improvement, rather than being IT led. This remains a challenge in the industry but when a client's senior executives are engaged and lead initiatives for change, the positive potential outcomes rapidly become apparent. With several flagship clients in the UK, USA and Australia we are engaging to achieve a set of

mutually agreed business objectives. This is a satisfying approach for us and our clients.

As a private company, we do not have a quarterly or annual focus. Our relationship with our employees is not quarterly or annual. Such short-term drivers would not bring out the best in our employees. This positions us well to serve our clients' best interests.

I hold a view of business as 'deadly serious fun', but we need perspective. I am confident about our organization's future, and our social contributions are achieved on the back of this. COINS and the COINS Foundation, supported by a fine group of employees, clients and the construction and service industry at large, continue to fund the building of schools and homes in Africa. Closer to home, we co-fund a UK special needs school. All our programs offer opportunities for children and communities to achieve social and economic independence.

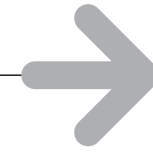
Larry Sullivan,
Group Chairman & Chief Executive Officer.



62,000

users worldwide log in to COINS every day





Introduction

COINS leads the market in providing enterprise software and industry solutions for our chosen domains: construction and engineering, home building and property development, and facilities and service management. We are a global company with 62,000 users and more than 30 years' industry experience.

We continue to build our success on meeting the needs of customers in their global and local markets. Our solutions make it easier for you to manage your business and run your operations effectively.

We focus on solutions to common business issues such as cash flow management, building profitable customer relationships, employee performance, and process efficiency, all with a desire to increase margin and improve client experience. Moreover, our unique insight into business issues particular to construction adds real value.

We aim to build lasting relationships with our customers, underpinned by long-term relationships with our people.

COINS is guided by the values of simplicity, trust, integrity and a strong sense of responsibility to the wider community.

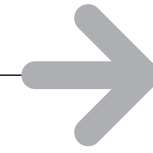
COINS

is a global software solutions company with more than 30 years' industry experience

COINS customers

are leading construction, home building and service companies





Working in partnership, adding value

The COINS solution was designed from first principles over 30 years ago to support organizations' core business processes. Constantly evolving, this integrated system today covers process from marketing, opportunity tracking, pre- and post-contract procurement, subcontract management, equipment and asset management, human resources and payroll, construction billing, project management, facilities and service management, through to project and financial accounting.

To date, our global team has accumulated over 4,000 man-years of unrivaled, incremental knowledge – a foundation that helps clients understand and define their business problems and implement COINS-based solutions.

Our preferred engagement model is to work in partnership with clients as a full service provider, broadening the work-streams, covering all the Leadership, Organizational and Social aspects of a successful implementation beyond the technical and application aspects. With a focus on value delivery, it works. Many of our client relationships span more than 10 years; several extend to over 20 years of service, process and system progression.

We take care of the technology and systems, and help you shape your organization and business process design. This leaves you to focus on your key business competencies: winning and performing work.

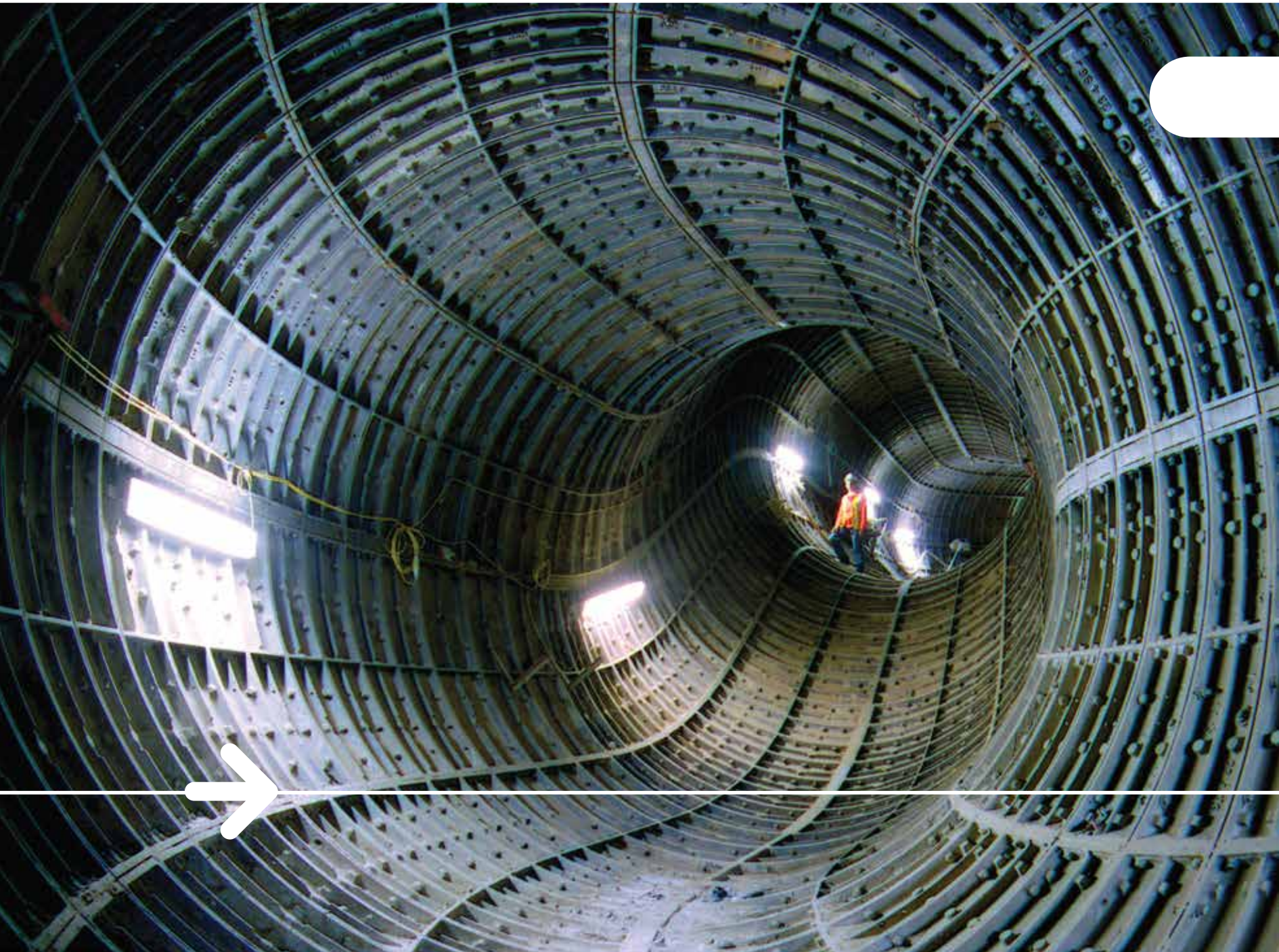
“ Our partnership with COINS started in 1998 with the introduction of a centralized system as a solid foundation supporting controlled business growth. Subsequent delivery of new services and solutions has enabled us to respond positively to the challenges faced in today's construction sector. ”

Terry Walker,

IT Director, Kier Group plc.

Who uses COINS?

World leading construction companies



Construction and Engineering

06/07

COINS provides commercial and engineering contractors with a single, fully integrated platform to manage the entire lifecycle of your projects.

Designed to support the core business processes of 'winning' and 'performing' projects, opportunities are tracked from initial lead to bid to contract award. Original and revised budgets are held in detail and form the basis for tracking costs, revenue, quantities and cash. The progress of the project is monitored against the schedule and all communications and changes are tracked and recorded, providing all the detail for accurate forecasting of completion.

We help you identify how best to manage your contracts and budgets, creating configurable structures that relate cost tracking to real world project management of the project, and making estimated completion costs available in real time.

COINS improves productivity by minimizing redundant data entry, and you can access COINS project information anywhere, on any device with a web browser and an Internet connection. Dashboards help you focus on your key performance indicators, while automated alerts keep your project managers updated on changes that will affect the success of their projects.

■ **Financial success in our major civil and heavy construction projects depends on timely, accurate information on labor productivity. With COINS dashboards and web-based reporting we get the right information to the right people at the right time. ■■**

Drew Leist,

Vice President of Finance,
Balfour Beatty



Home Builders and Property Development

COINS delivers a uniquely comprehensive, integrated solution for speculative home builders and property developers. Our partnership approach, best practice consulting and software solutions can make a real difference to your business's performance.

COINS clients account for over 50% of revenues generated in UK home building. Our delivery of an integrated cost management and reporting solution reduces the time spent producing monthly reports, improves consistency, eliminates duplication, improves control and communication, and enables proactive management of development issues.

We also help improve clients' sales efficiency, centrally managing all leads. Sales managers can review detailed activity at each development, using unambiguous, factual data to make their assessments.

COINS Business Intelligence (BI) tools deliver enhanced insights into your data. You can drill into vital revenue, cost and performance data, research key areas, and create metrics to support your business decision-making.

COINS is a fundamental part of our business and underpinned our processes during a period of massive growth.

Rob Holden,

IT Director, Persimmon plc



Who uses COINS?

Largest house builders in the UK



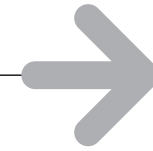
08/09



Who uses COINS?

Top USA specialty and service contractors





Facilities and Service Management

The COINS Facilities and Service Management solution is designed for organizations that are devoted to service and maintenance. Our clients include facility service companies that provide mechanical, electrical, energy and infrastructure services for commercial and residential sectors, as well as infrastructure service companies in the rail, highways and utilities sectors. With all of them, we target cost reduction, value delivery and customer service.

COINS is designed with efficiency in mind. From the initial “quick” call capture, through scheduling and communications with field personnel, to ensuring a timely response and real time capture of relevant customer, service and equipment information from the field, we support your service delivery to your customers.

COINS Facilities and Service Management also helps you manage the profitability and financial aspects of your business. COINS provides ever-evolving solutions to monitor service level agreements covering both reactive and planned preventative maintenance. Your customers’ equipment/asset maintenance and repair history is easily tracked and can also be fully integrated into a Building Information Model (BIM).

■ ■ COINS’ in-depth understanding of the contracting industry, great after-market service, and expert business consulting have helped us optimize service delivery processes and promote effective, real-time customer service. ■ ■

Al Mares,

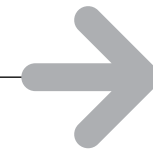
CFO, EMCOR Mechanical Services

COINS-etc is the

largest and fastest growing trading exchange in the UK construction sector



Supply Chain and eCommerce



12/13



Our holistic approach with COINS Supply Chain solutions looks at your company's entire procurement process, from supplier relationship management to how you receive and pay invoices.

COINS Electronic Trading Community (COINS-etc) is an electronic purchase-to-pay community for the construction industry, already processing over one million transactions a year, streamlining transaction processes and cutting costs.

Contractors benefit through greater order accuracy and reduced processing costs when placing orders or handling invoices. An electronic catalog puts full, real-time product and pricing information at the buyer's fingertips. Buying organizations can achieve 100% electronic invoice processing through outsourced scanning and conversion to eInvoices, and purchasing card transactions can also be processed.

Suppliers develop closer relationships with buyers, helping them increase sales, reduce queries and eliminate payment delays. The COINS Supplier iPortal provides access to current POs, transaction status and anticipated payment dates, so even smaller suppliers benefit from eCommerce.

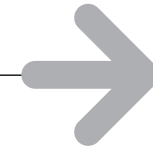
By using COINS Supply Chain applications to manage preferred supplier relationships, procurement professionals can deliver real efficiency and cost savings.







Business Intelligence



14/15



COINS Business Intelligence (BI) enables you to manage, visualize and interpret data stored in the COINS enterprise system, helping you cut costs, improve decision-making, identify new business opportunities, and streamline construction-related strategic, financial and operational processes.

Our specially designed Business Intelligence Layer minimizes the complexity of extracting and transforming data from COINS modules. You can customize existing reports, inquiries and dashboards, and create compelling visual representations of data on charts, gauges, maps and other tools. Being an intuitive web-based system, your users can simply log in to access the reports, inquiries and dashboards appropriate to their privileges and security settings.

COINS BI can also be used to automate business processes, providing users with critical information alerts. Our workflow tools are integrated with all the COINS modules to enhance the sales, design, planning, construction, handover and maintenance phases of a project.

COINS BI met our corporate reporting challenge: distributing reporting and decision-making autonomy to the business units while delivering corporate requirements.

William George,
CFO, Comfort Systems USA



Design and BIM

COINS Computer Aided Design (CAD) and Building Information Modelling (BIM) solutions and services provide the software and technical expertise needed by architects, engineers and constructors to digitally plan, design, analyze and co-ordinate built environment projects.

Our expertise in CAD and BIM includes: workflows, standardization and best practices; model and drawing authoring tools; and tools for virtual prototype analysis and design collaboration and co-ordination. We are also adept at developing and customizing CAD/BIM solutions to suit each customer's requirements. With these capabilities, we are confident we can provide exactly the right software and the right implementation and support services for your business and its projects.

For specialist design challenges, off-the-shelf add-ons such as COINS Framing facilitate designing, estimating and fabricating timber and lightweight steel buildings. And moving beyond 3D, our BIM tools can help you integrate design with scheduling and cost management tools.

COINS is helping customers to expand their design capabilities. Our holistic approach to construction business challenges means we can guide organizations through their adoption of BIM, helping them understand that the advance from 2D design requires contractual, commercial and procurement changes as well as new design technology skills.

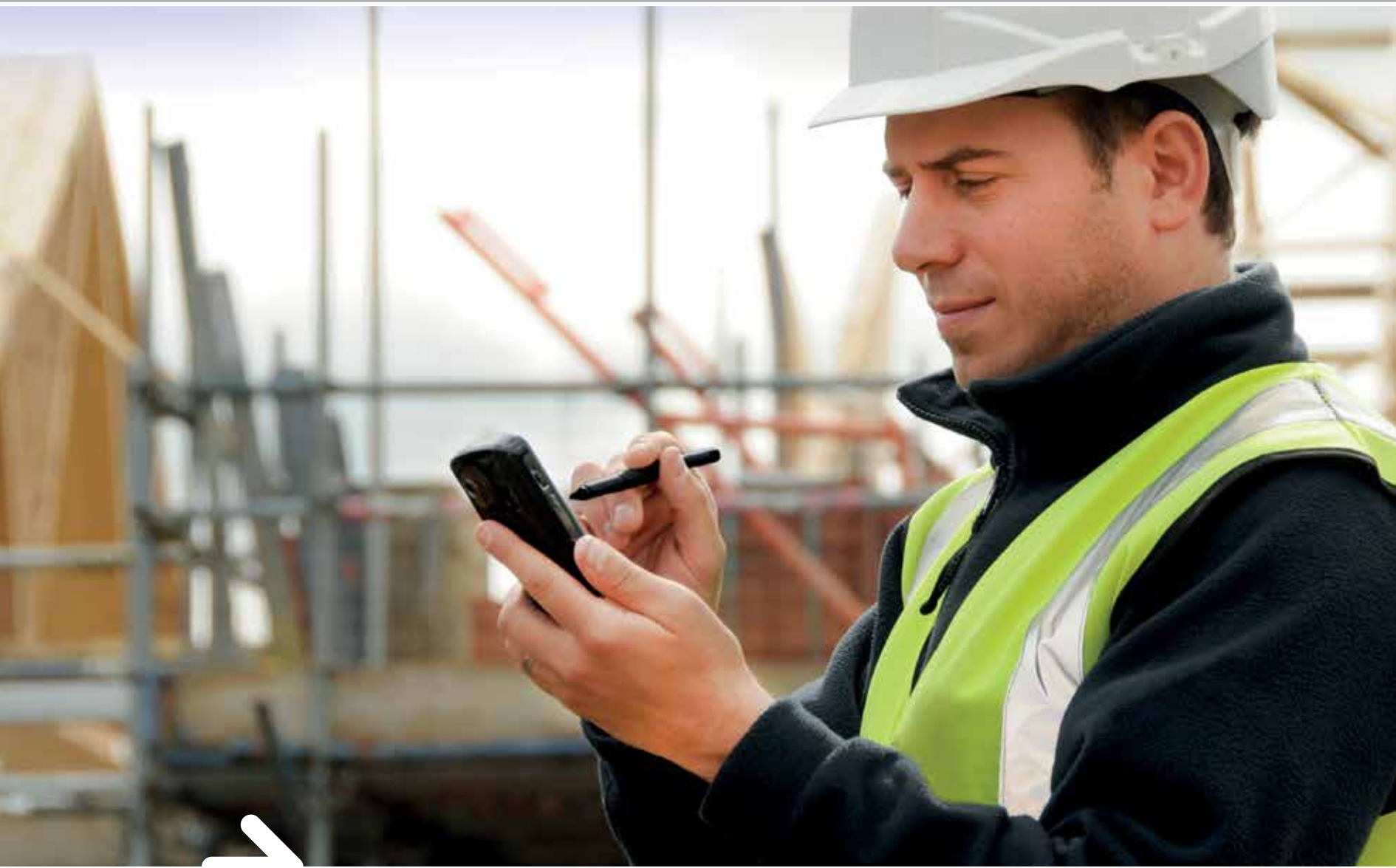
“ **COINS has proven to be an excellent resource for us in our BIM development. They provide real differentiation for our continued success.** ”

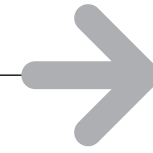
Mike Laiola,

Manager Preconstruction Services
Performance Contracting Group









Mobile Capability

The needs of mobile workers vary widely. We work closely with our customers and technology partners to ensure that COINS mobile applications truly empower your company workforce.

Wireless is more than a communications technology. It delivers tools that help design, erect, and manage the built environment. Any COINS process can be “mobilized” to provide powerful mobile applications for field service, housing maintenance, mobile project offices, equipment depots, and more – all underpinned by secure access to your COINS enterprise system.

Mobile-based Workflow, for example, streamlines and automates routine processes so that you can maximize productivity. COINS field service products improve service to customers, eliminate redundant data entry, reduce paperwork, and deliver quicker billing and payroll cycles. Mobile CRM provides customer insights and helps you win new opportunities. Embedded RFID readers and GPS-enabled asset trackers can reduce loss due to theft or carelessness, and ensure that inspection and maintenance schedules are met.

Because you want flexibility, our mobile solutions are “device agnostic”, working with smart phones, iPads, rugged tablet PCs, ultra-portable laptops, and other devices. We offer both Software-as-a-Service (SaaS) and in-house licensing options.



Delivery Services

The COINS global Production, Delivery and Client Support team is dedicated to providing you with the highest quality solutions, implementation services and support.

Projects are delivered using a consistent, structured and standard approach within a clearly defined framework. Our consultants focus on your objectives, identify solutions relevant to those aims and assemble the right delivery team. It is all about what is right for you and your business.

Our experienced global development team follows a proven software development process grounded in industry best practice, while our research and development team focuses on helping us deliver leading-edge solutions.

Quality is paramount. A dedicated COINS Quality Assurance and Testing team ensures our software is robust, performs well and meets your functional requirements. Our dedicated client support team provides comprehensive advice and guidance, support and development coverage so that your queries are resolved professionally, quickly and effectively.



Technical Services



20/21

The COINS Technical Services team can draw on the 4,000 man-years of accumulated experience, not just in designing, configuring and delivering scalable, resilient infrastructure solutions, but also in application implementation, upgrade and migration. Our services include detailed recommendations on infrastructure configuration to optimize performance of your COINS software. Whether a new installation or replacing existing hardware as part of an upgrade, we can provide expert advice and guidance and full impact analysis right across your IT architecture.

For clients who wish to mitigate risks in their IT competencies, COINS can also provide a fully managed hosting service and Software-as-a-Service (SaaS) capability, designed, deployed and operated in line with your specific business requirements. You can then focus on your core business, with COINS taking responsibility for your software applications and the associated infrastructure provision.



Training Services



COINS training services help you get the most from our solutions, quickly and efficiently. We accelerate the learning process for end users, increasing business productivity and creating a platform for continued success.

Our training programs can be designed to suit your system and procedures, or they can be delivered as standard courses. Training needs assessment, application socialization and impact analysis, user acceptance training, and end user training are all available.

We ensure that course content and structures meet your requirements; whether the training is in conjunction with a new system implementation, part of the delivery plan for additional client projects, or to address end-user knowledge gaps. We can deliver training on site, at one of our training facilities or through webinars and e-learning programs.

Business Consulting



22/23

COINS' track record, covering over 30 years, means that our people are experienced and knowledgeable in construction industry business solutions and processes. This knowledge goes beyond COINS-specific offerings. We are well placed to help you plan the way forward in an industry where new technology and processes can bring real value, but where it can be challenging to choose the right approach in gaining these benefits.

The COINS Business Consulting team works with clients to assess current business opportunities and identify solutions processes. There are always options - we work with you to identify the most appropriate tools and techniques, regardless of the technology implications and beyond COINS solutions.

Using industry best practice, our advisors can recommend the most appropriate future model, build the business case, assess readiness, and design a change program to support you in reducing the risk of the potential benefits not accruing.

Our team has extensive and wide knowledge, having held management positions within the construction and service industries as well as experience with "Big 4" and other global consultancies. Whatever your challenge, the COINS team delivers results by drawing on practical experience, lessons learned and industry best practice.



Our Customers



Balfour Beatty



CCC GROUP, INC.



Downer



Our customers include

some of the world's largest companies



24/25



Over \$3,000,000

Raised by the construction industry since 2002



COINS Foundation

26/27



At COINS we believe that our employees and customers are privileged, relatively speaking. This privilege brings responsibility, and we are passionately committed to helping the disadvantaged.

The COINS Foundation was established to serve that aim: to offer chances of a decent place to live, education and healthcare where previously none existed, and to further support communities by building local businesses.

Although communities are not buildings, you would be hard-pressed to have a community without them. So with money raised by the construction industry through events, primarily the COINS 3 Peaks Challenges, the COINS Foundation is committed to building the infrastructure for successful communities: schools, hospitals and homes. It also commits funds to help people form self-sustaining communities and so reduce long-term dependency on aid.

COINS Challenges are team-building events exclusively for the construction and service industry.

www.coinschallengeevents.com

COINS sponsors all costs involved in running the COINS Foundation and challenge events, so 100% of the funds received go directly to the projects.

www.coinsfoundation.org

▀▀ **Committed to giving back, two Osborne teams enter the COINS 3 Peaks Challenge annually. We support COINS efforts because all funds go to worthwhile projects. It has proved to be a great team-building opportunity.** ▀▀

Andrew Osborne,
Deputy Chairman, Osborne





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