



### Business Ethos

As an I.T. solutions and consultancy provider, Silicon Bullet has a comprehensive portfolio of products and services. Our mission is to provide effective business oriented I.T. solutions that will help you to run your business with minimum support and maximum efficiency.

By building a good working relationship and gaining a thorough understanding of your business, Silicon Bullet aims to provide a complete business service tailored to your needs.

All our staff are highly skilled and are qualified to degree level or have industry recognised qualifications.

We believe that by ensuring your I.T. systems are an integrated business tool, you will not only reap the rewards of an efficient business, but will continue to utilise our services.

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### Some Customer Quotes

**“Proactive support and advice on tap, whenever we need it”**

- Jim Smillie, Managing Director of Robbins Scientific UK

**“Silicon Bullet’s in-depth knowledge and consultancy ensured we used the best method to merge the two companies’ IT systems together”** - Chris Wood, IT Manager of Frutarom UK

**“The pre-sales support we received helped us to fine-tune our Compaq server requirements”**

- Raj Kotak, Network Team Leader of Weatherbys IT Services

**“The SAGE training and installation support received, that was tailored to meet our requirements, was excellent”** - Mark Hundley, IT Manager of Panasonic Logistics

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### Chamber of Commerce

Silicon Bullet is a member of the “Milton Keynes and North Bucks” chamber of commerce.



### Silicon Bullet Contact

For further information about Silicon Bullet or to discuss anything contained in this document, please contact us by the means listed below.

#### Silicon Bullet Limited

54 Forest Road  
Hartwell  
Northants  
NN7 2HE

Telephone: 0870 991 3200

Web: <http://www.siliconbullet.com>

Email: [paul.mead@siliconbullet.com](mailto:paul.mead@siliconbullet.com)

**Our Services Portfolio.**

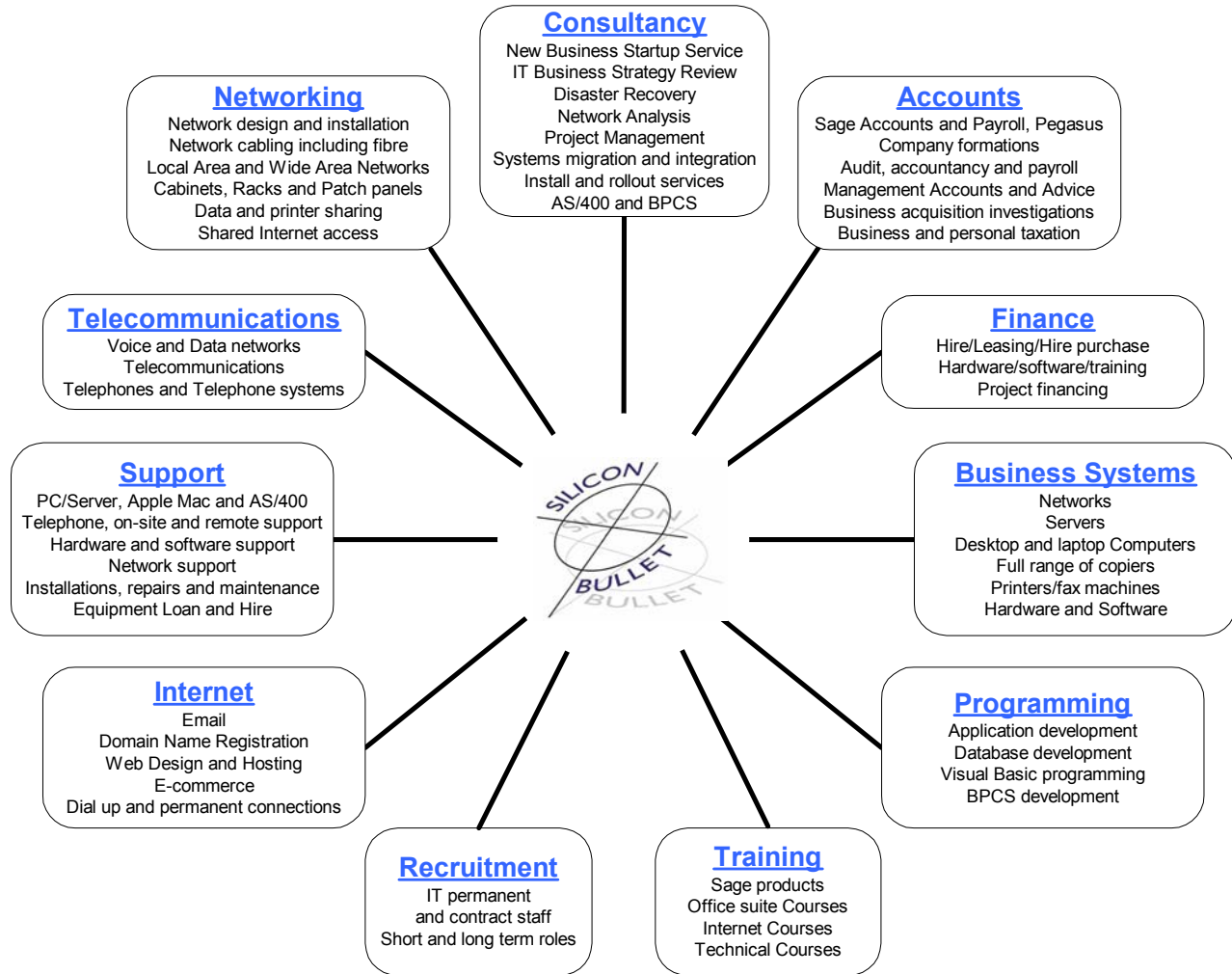


Figure 1: Silicon Bullet Services

**Affiliations**

Silicon Bullet has gained the following partnerships within the I.T. industry:

- Microsoft Certified Partner
- Sage and ACT! Authorised Reseller

These affiliations do not jeopardise our ability to offer fully impartial and independent advice, but enhance the service offered on products from these companies.



## Historical Summary

Silicon Bullet Limited began trading in April 2000.

Silicon Bullet was formed from the merger of two IT related companies, APM Computer Solutions Limited and MAK Technology Limited.

The previous focus of the companies was in the IT contracting market, providing project and consultancy skills to companies as required; and in the Sage accounting market where APM Computer Solutions also provided Sage accounting software and training.

The Silicon Bullet team has extensive experience in the IT industry in a range of market sectors and company sizes.

The purpose behind the formation of Silicon Bullet was to form a team of skilled people who, with their complementary skill set, could provide excellent services to the SME (Small and Medium size Enterprise) marketplace. Utilising the knowledge and experiences gained within large companies, Silicon Bullet would bring the best practices and techniques to SME companies.

The Silicon Bullet team has been working in the information technology services market since 1992. The team has the knowledge, proven ability and track record, to ensure that Silicon Bullet can grow to exploit opportunities in the marketplace.

## Sage

Sage software, training and consultancy have always been a focus area. Whilst starting out as a Sage “Standard Reseller”, Silicon Bullet was quickly accepted as a Sage “Authorised Dealer”. The benefits of this enhanced relationship are many and provide a key part of our growth plans. Networking leads and marketing the use of Silicon Bullet by Accounting companies to provide value-added IT Services to their clients is driving the growth of the Sage product sales and training. We became Sage Line 50 accredited in February 2003.

Sage strengthened its Contact Management software with ACT! and Silicon Bullet decided to become an ACT! Accredited dealer in order to enhance our service offering and to ensure we give our customers the best range of services possible.

The medium term goal is to become a “centre of excellence” for SME business to rely on, with the longer term goal of expanding the consultancy services, with particular reference on consulting for larger companies and projects.

## Microsoft Partner

This is the fifth year that Silicon Bullet has been a Microsoft Certified Partner. As a Microsoft Partner, Silicon Bullet has to maintain a minimum number of staff that has passed stringent Microsoft exams. We enjoy the backup of the Microsoft team as and when required and we receive monthly updates of all the latest products and technical information.

## Silicon Bullet Summary of Achievements to date:

Silicon Bullet establishes partner status with Novell, Microsoft and IBM.

Reseller status achieved with BT, APC, HP, Avaya and Cisco.

Accepted by Sage as an Authorised Reseller for Line 50 and ACT! product ranges.

Setting up associate partner relationships to forge stronger ties.

Provide transparent 3<sup>rd</sup> party support for customer products with dedicated helpline and services.

Customers expand to 50 in total, with recognised names such as,

- Panasonic Logistics
- Weatherbys IT Services
- HM Government Communications Centre
- The Honourable Company of Master Mariners
- Videotel Marine International
- Truly Everything

## Operational Details

### Location

The location of Silicon Bullet offices were carefully chosen to give maximum exposure to places having a high density of businesses within reasonable travelling distance. Also, Northampton and Milton Keynes are areas of high growth, where many new businesses are starting up and where many existing businesses are relocating.

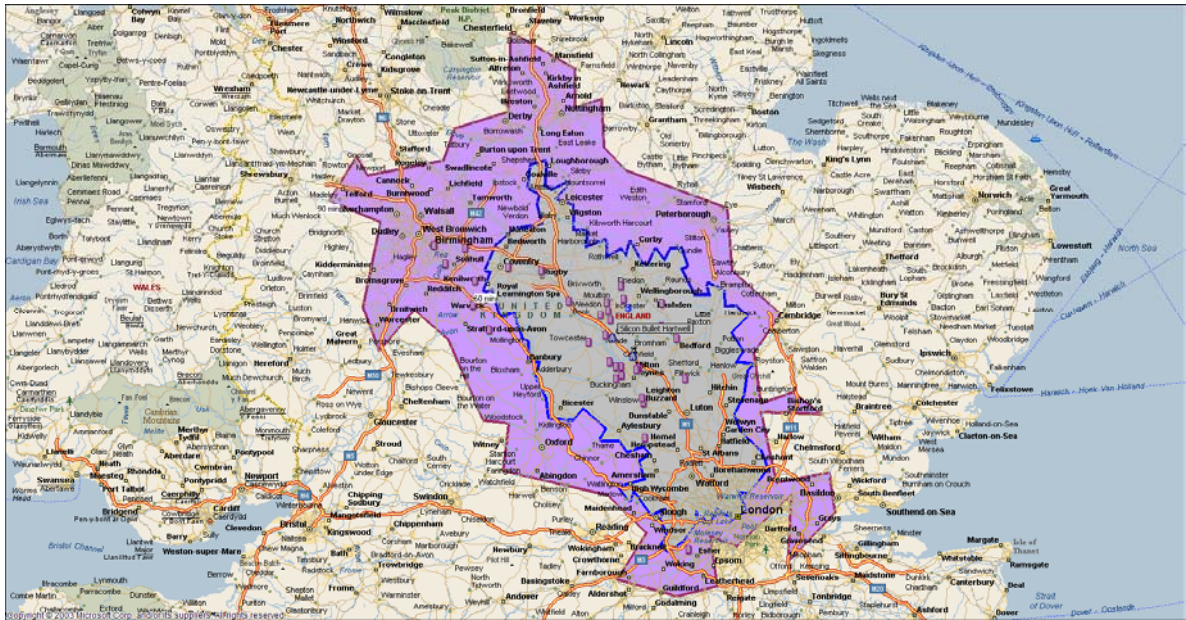


Figure 2: Map showing 60 minute and 90 minute drive time from Silicon Bullet Head Office.

### Communications

Silicon Bullet has invested in the latest communications and technologies, to help us provide excellent service. The installation of PSTN, ISDN and ADSL lines means that we can connect to our customers no matter how they are setup. We are able to provide remote support and diagnostics through high speed internet and direct links.

Use of VPN (Virtual Private Network) has helped us to speedily assist our customers whilst ensuring secure communications.