

## Berlin Pacific Business Philosophy

First and foremost, at Berlin Pacific we consider ourselves a partner with and a resource for, our clients. As long as the client is interested in reducing expenses and improving the bottom line, Berlin Pacific will help in any manner the client deems appropriate. We are adaptable and flexible in working with our clients.

We want our clients to save as much money as possible, but only by using solutions they want. Berlin Pacific has relationships with many service providers, but we do not represent any one vendor.

### **We only work for our clients.**

We present to our clients all of the available options for saving money on the services we have inventoried and reviewed.

We ask our clients for approval of any proposed changes or solutions.

We help to implement only those changes / solutions which are approved by the client.

We do not charge our clients for any cancellations or changes in service they already had planned. Our clients tell us their existing plans, letting us know what is 'off the table' before we begin our inventory and review.

If a client forgets about some things that come up after the review, we do not charge them because we trust our clients. We are not in business to make money by decreasing customer satisfaction or service levels, or by taking credit for savings we have not influenced or directed.

All we ask in return from our clients is that they consider us a partner as well. We ask that they speak with us before purchasing new services or signing new contracts. With good communication from both sides, Berlin Pacific can ensure our clients receive the best pricing available.

