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**PlatformOne confirms Momentum in the Mid-Market for Comprehensive HR-BPO, Announces Six New Client Relationships from Various Industries**

Atlanta, GA – March 12, 2004 – SCI Companies today announced that its Human Resources Business Process Outsourcing (HR-BPO) initiative, PlatformOne, is gaining momentum faster than was previous planned, and is well ahead of expectations set in its original business plan for its HR-BPO business.

PlatformOne is one of SCI Companies' two key business units in the HR Outsourcing services market. PlatformOne offers HR Business Processing Outsourcing (BPO) solutions that include HR Technology Infrastructure, HR Administrative Services, and HR Professional Support to mid-market companies.

As of the end of February 2004, PlatformOne has acquired six clients in the mid-market, defined as companies with 500 to 15,000 employees. These clients represent a variety of industries, from manufacturing and retailing to financial services and other business services. Two of its clients provide PEO services to emerging and small businesses with less than 500 employees. These PEO clients use PlatformOne's HR-BPO capabilities to better serve hundreds of their clients and ten of thousands of employees with HR outsourcing services.

PlatformOne's clients have chosen comprehensive HR-BPO services for a variety of business reasons.

North America Packaging Corporation (NAMPAC) is the principal manufacturer in North America for a wide range of rigid industrial plastic packaging. The company has earned a reputation for knowing its customers and delivering superior value through the skills of its people. NAMPAC invested in HR-BPO services to ensure its 1100 plus employees understand their roles in serving the customer. NAMPAC HR professionals are now emphasizing strategic HR initiatives such as employee skills training, staffing and labor analysis and people development. The company has displaced its six outsourcing vendors in favor of a single strategic partnership with PlatformOne. Operating budget savings realized by using PlatformOne's payroll and technology services approach a quarter of a million dollars annually.

Travel Traders acquired the assets of the US hotel retailing business of WH Smith PLC in September 2003. Travel Traders now operates 280 hotel gift stores for the nation's leading full service hotel companies, such as Hyatt, Hilton, Starwood, Wyndham and Marriott. As a result, the former management team and new owners needed to establish the Travel Traders company



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infrastructure quickly and stay focused on their core business. Comprehensive HR-BPO services save Travel Traders 30% to 40% from the operating budget, based on company projections of in-house costs to deliver similar services. Savings are realized by avoiding costly investments in HR technology and infrastructure, by minimizing HR staff labor costs, and by eliminating fees from multiple outsourcing vendors used in the past. The resulting savings produce a key bottom line contribution for the new entity.

AmerUs Group is engaged in the business of marketing and distributing individual life insurance and annuity products. Entering the HR-BPO project, their goal was to increase employee service levels and employee satisfaction, while decreasing the overall cost of HR transaction delivery. By transitioning to a comprehensive HR-BPO solution from a single provider, AmerUs Group eliminated transaction level services from multiple vendors, consolidated outsourcing fees into a single predictable fee, and reduced the cost of its infrastructure. The strategic partnership allowed them to reduce their monthly operating budget by \$15,000.

Credit Union Business Services (CUBS) is an Alabama Corporation owned by Alabama credit unions and the Alabama Credit Union League Service Corporation. The objective of CUBS is to help credit unions strengthen existing financial relationships with members who own or are employed by small business, through the delivery of convenient, high touch, competitively priced small business services. The primary objective of the partnership with PlatformOne is to expand the depth and breadth of services provided by CUBS to its constituents.

CUBS' members, be they credit unions or their small business clients, will enjoy the most significant value from the new partnership. In addition to avoiding expensive technology investments, small businesses will stabilize the technology infrastructure upon which their future growth depends, and cut budgeted operating expenses with the outsourced administrative services. Most importantly, the comprehensive outsourcing approach provides them the time and freedom to focus on their core business, and the confidence that their systems will be operational to support and run the day-to-day business.

PlatformOne also provides its HR-BPO services to two of the leading Professional Employer Organizations ("PEO") in the nation. Its HR technology solution, designed specifically for the PEO industry, is rapidly deployed and includes the HR technology platform along with the required infrastructure and support. The solutions help PEOs improve customer service, reduce administrative overhead costs, and support their growth through improved systems scalability.



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“Beginning as early as 1998, we anticipated that comprehensive HR outsourcing services would soon gain acceptance and momentum in the mid-market,” said Henry Hardin, CEO of SCI Companies. “Our strategy for many years has been to move our HR service offerings up market. In retrospect, the timing of our initial launch of PlatformOne in the mid-market was a bit premature. But the 1998 timing was pinpoint accurate for Global 2000 market acceptance. With the Global 2000 momentum for HR-BPO well documented, and business conditions very favorable for outsourcing in general, 2004 and 2005 should be years of strong growth in this market. We are well positioned to build on our successes since mid-year 2002 – we feel that we are at least 18 months ahead of our nearest known competitor in the mid-market.”

During its initial 18 months since its re-launch, PlatformOne has surpassed all of its stated goals for revenue generation, client acquisition, strategic partner development, market exposure, rapid customer implementation, quality services delivery, infrastructure development and financial performance. Most importantly, PlatformOne has already received recognition as a leading provider of HR-BPO services for the mid-market.

“We are particularly pleased at how well every aspect of our business has come together this year. The sales team has booked over \$15 million in new business contracts for 2003. Operationally, we have continued to build our infrastructure, readying us to deliver the top-tier service levels required to compete successfully in the HR-BPO market. Financially, with our focus on profitability and managed growth, the Company is well positioned for the next phase of its development and the HR-BPO momentum that is building in the marketplace,” said Tony Foley, President of PlatformOne.

PlatformOne will itself turn profitable as 2003 year-end client acquisitions become operational by April 2004.

#### **About SCI Companies and PlatformOne**

PlatformOne is an innovator and leader in the delivery of state-of-the-art Human Resources solutions. Evolving over 18 years, PlatformOne offers HR Business Processing Outsourcing (BPO) solutions that include HR Technology Infrastructure, HR Administrative Services, and HR Professional Support. Our comprehensive HR solutions, when combined with our world-class people, processes, and technology produce efficient, consistent, and cost-effective results for our clients. Additional information on PlatformOne may be found on its web site. [www.PlatformOne.com](http://www.PlatformOne.com)

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