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PlatformOne Completes Successful Transition to its Comprehensive HRO Services for Travel Traders in Sixty Days

Atlanta, GA – April 7, 2004 – PlatformOne, the leading provider of HRO (Human Resources Outsourcing) services for the mid-market, today announced Travel Traders LLC has gone live with PlatformOne’s comprehensive HR outsourcing solutions for technology, services and support. The rapid deployment of PlatformOne’s integrated set of HR services, including payroll, benefits and HR administration, has played an important role in the successful launch of Travel Traders as a new business entity.

In February of 2004, WH Smith, major retailer in the United Kingdom, opted to divest itself of its US-based businesses, and sold the assets of its hotel gift shop business to former management. As a result, the new owners needed to establish the Travel Traders company infrastructure quickly.

“Early on, Travel Traders management made the decision to focus our valuable time, resources, and efforts on our core business,” said Andy Thomas, Travel Trader’s Executive Vice President of Operations. “This meant we needed to look for opportunities to outsource non-core business functions. As for HR, we chartered PlatformOne with the task of establishing our HR back office, assuming the responsibility for processing every HR transaction, and doing it all with minimal impact on our day-to-day operations. The smooth transition has exceeded our lofty expectations.”

The project was performed by PlatformOne’s conversion team, which is lead by Lisa Van Scoter, VP of Professional Services. The effort, which included the transition off of ADP’s payroll service bureau, was completed within 60 days. Effective immediately, PlatformOne will begin delivering HR services to Travel Traders’ employees across North America, Hawaii, the Virgin Islands and Puerto Rico. Travel Traders’ employees operate 273 hotel gift shops in leading full service hotels, such as Hyatt, Hilton, Starwood, Wyndham and Marriott.

“As you can imagine, our management team has been stretched,” said Thomas. “In addition to planning and executing the formation of a brand new business entity, our top priority had to be maintaining effective day-to-day operations. To complicate matters, we moved our corporate offices from Atlanta to Miami during this same timeframe, and several employees moved our families as well. We really depended on PlatformOne to complete this transition with minimal support from us, and they came through for us.”

The transition project required a complete conversion of payroll, benefits and HR data records, from various in-house systems and vendors such as ADP, to an integrated HR information system that PlatformOne provides and manages on behalf of Travel Traders. Payroll is more accurate today because



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appropriate taxes are now being withheld. Time accruals are now recorded. Automated data links were established with each of the four benefits plan providers, as well as to the Travel Traders financial systems from Lawson. PlatformOne personnel managed and executed the project, with Travel Traders contributing one project coordinator who interfaced with the PlatformOne implementation team and insured the availability and accuracy of existing data records.

Together, the two companies have customized a specific scope of HR services unique to the needs of Travel Traders. In addition to outsourcing execution of its payroll, benefits and HR administration functions, Travel Traders gains access to HR expertise that handle compliance with growing HR regulations. It also enjoys access to leading-edge technologies that allow its 1350 employees to take advantage of HR “self-service.”

HRO services will save Travel Traders 30% to 40% from the operating budget, based on company projections of in-house costs to deliver similar services. Savings will be 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.

“PlatformOne is pleased that we could contribute to the success of Travel Trader’s at such a critical time in their business,” said Ray Drummond, COO of PlatformOne. “Going forward, we are well prepared to manage their HR business processes on their behalf, and we appreciate being selected as Travel Trader’s HRO services partner,”

About PlatformOne

PlatformOne is an innovator and leader in the delivery of Comprehensive HR Back-Office outsourcing solutions. Evolving over 18 years, PlatformOne offers HR Business Process Outsourcing (BPO) solutions that include HR Technology, HR Administration Services, and HR Professional Support. PlatformOne’s 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

About Travel Traders

Travel Traders acquired the assets of the US hotel retailing business of WH Smith PLC in September 2003. Travel Traders consists of 273 stores in hotels across 35 states in the continental USA, Canada, the Caribbean and Hawaii. Travel Traders now operates hotel gift stores for the nation’s leading full service hotel companies, such as Hyatt, Hilton, Starwood, Wyndham and Marriott hotels and resorts.

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