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PlatformOne to provide Comprehensive HR-BPO services to Travel Traders LLC, the leading hotel retailer in North America

Atlanta, GA – December 15, 2003 – PlatformOne announced today that it has entered into an agreement with Travel Traders LLC based in Miami, Florida to provide comprehensive HR outsourcing solutions for technology, services and support.

Under the agreement, PlatformOne delivers a comprehensive, integrated set of HR services, including payroll, benefits administration and HR administration. Together the two companies have customized a specific scope of HR services unique to the needs of newly formed Travel Traders. Recently, 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.

“The driving force behind all our decisions will be focus on our core business,” said Sean Anderson, Travel Trader’s CEO. “Concerning HR, we will outsource every non-core HR transaction, focus on strategic HR initiatives, and gain a substantial competitive advantage in the process.”

Travel Traders will become the operator of 280 hotel gift shops in the nation’s leading full service hotels, such as Hyatt, Hilton, Starwood, Wyndham and Marriott. A year ago, the business incurred losses of 4 million pounds under WH Smith’s ownership, before central costs.

Going forward, HR-BPO 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, such as payroll service bureau ADP. The resulting savings will produce a key bottom line contribution for the new entity.

“Companies like Travel Traders that are resolute in their focus to succeed are the best candidates for comprehensive HR-BPO services,” said Greg McMullen, Vice President of Sales and Marketing for PlatformOne. “And pure play providers are best suited to deliver the comprehensive services solution, because it’s our sole business.”

Effective April 2004, PlatformOne will become Travel Traders’ HR back office, handling all its HR transaction processing. In addition to outsourcing execution of its payroll, benefits and HR administration functions, Travel Traders gains access to HR expertise that handle compliance with



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growing HR regulations. It also enjoys access to leading-edge technologies that allow its 1350 employees to take advantage of HR “self-service.”

“PlatformOne is pleased to be selected for our HR-BPO services by such a dynamic company as Travel Traders,” said Ray Drummond, COO of PlatformOne. “As a business division spin-off, Travel Traders is a perfect fit for PlatformOne’s HR outsourcing services. We are excited to partner with Travel Traders to help them achieve their core business objectives, by managing non-core business processes within HR on their behalf.”

The company’s remaining in-house HR professionals will focus on two strategic objectives – partnering with the core business to develop the people and skills to meet its goals and managing the HR programs that are critical to success.

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 280 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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