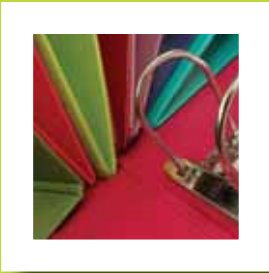


Switch on to SDS



and switch on the savings!



Our commitment is to genuine cost reduction and savings for government.

reducing costs

Total supply solutions

SDS is a commercialised business unit of the Department of Public Works, comprising three specialised yet closely associated business divisions to form one of Queensland's largest purchasing and distribution groups and offering its government clients total supply solutions.

With our strong commercial market knowledge in supply management and retailing, we drive efficiencies and deliver lower costs through aggregated purchasing and smart supply strategies.

SDS adds value to the Queensland Government and the community by working with our stakeholders to deliver effective supply solutions. We aim to deliver value-for-money and always strive for solutions that support our customers in the delivery of government objectives.

With over 150 employees based over three locations in the Brisbane area and turnover exceeding \$70 million, our success has grown through partnerships that deliver tangible value to the government agencies we work with.



partnering approach

Our customers - our focus

SDS is committed to building and maintaining long term partnering relationships with our customers, making it easy for them to do business with us.

Here's how:

- Agencies may, under the State Procurement Policy, negotiate directly with SDS without working through the tender process. By clearly understanding the outcome the customer is seeking, our solutions can often produce a greater "Return on Investment" over a lengthy formal tender process.
- Our "listening" approach. We consult openly with customers to understand their key drivers, so that we are able to provide better supply solutions and demonstrate saving levels.
- With a commitment to genuine cost reduction at all stages within the supply chain process we achieve best value for money and effective continuous improvement.
- A pricing strategy that consistently offers a fair and competitive market price and a transparent "open book" policy that enables our customers to see exactly where we provide enhanced results.



shared savings

and say hello to good buying

- We are leading the provision of a single supply portal for the needs of the whole-of-government, a significant potential cost saving.
- Our thorough understanding of the importance of delivering on key government priorities including providing opportunities for local Queensland businesses, protecting the environment, encouraging technology uptake and increasing efficiency and productivity.
- A State-wide sales force including local business partners and an in-house customer service team committed to excellence and focused on personal service.

We do all this so that government agencies can spend time focusing on their core activities to improve service and maximise the value derived through taxpayer contributions within the Queensland community.

In a new era SDS and the many government customers we serve will continue to benefit from our supply management expertise, commercial knowledge and e-commerce technology.

Working smarter to reduce costs through close consultation.

SDS plays a key role in disaster relief and emergency response

SDS is a key participant, along with other stakeholders, in providing emergency products to Queensland schools and the greater community. This service enables recovery from devastating tragedies like school fires and extreme weather situations. In most cases, infrastructure is re-established to ensure minimal disruption and 'back to work' within 2- 3 days

- SDS supplied ten classrooms of furniture to Innisfail schools within a week of Cyclone Larry and overnight, delivered 400 mattresses and 500 blankets to Emerald to aid in flood relief.
- SDS delivered 150 chairs, school desks and tables to Mitchelton State High School after a devastating fire damaged classrooms and administration buildings.
- SDS assisted with the transportation of vehicles and the supply of refrigeration equipment and office supplies to the Department of Primary Industries, for use in the management of the Equine flu virus outbreak.

These achievements were possible because of the whole-of-government role performed by SDS.

more than
office consumables

more than
logistics and
warehousing

more than
publications
fulfilment

Total supply solutions

SDS provides its customers total supply solutions through seamless, integrated business streams that work closely together to provide a range of solutions that meet agency needs.

SDS Distribution

With an annual turnover of approximately \$55 million, SDS manages an online retail and distribution business trading a specially procured array of general merchandise office and furniture products to schools and government agency offices throughout Queensland.

Managing the office stationery, supplies, furniture and office design solutions for the modern government office, SDS advises customers on how to maximise their purchasing dollar.

Successfully working with Shared Services Agency, Department of Justice and the Attorney General, Department of Public Works, Department of Housing, Department of Education, Training and the Arts, QUT, Department of Corrective Services, Legal Aid Queensland, the Anti-Discrimination Commission Queensland and the Prostitution Licensing Authority we are actively reducing the overall financial costs of basic office purchases throughout government.

Investing in the future of education

SDS won The Department of Education, Training and the Arts Preferred Supplier Arrangement to provide stationery, education supplies and specialist furniture for Queensland schools, we delivered over \$7 million in savings in the first two years for schools through smart, fit-for-purpose product choice and aggregated buying methodologies. We also provided the logistics and product expertise to meet the demands of the 2007 Preparatory Year roll out utilising an innovative partnership model to deliver savings in excess of 25%, for furniture supply and an innovative bulk procurement and delivery model to deliver savings in excess of 30% for educational resources.

Switch on to SDS

The power of government working together
A specialist in supply management,
warehousing and online retail.

SDS Logistics

SDS, through its Brendale warehouse facility, provides warehousing and distribution services to agencies seeking to benefit from efficiencies offered through an internal shared services provider, including e-commerce and dedicated supply systems.

SDS is proficient in warehousing, distribution and logistics management. The Brendale warehouse was highly commended in the 2005 "Recognition of Excellence" awards for developing the first whole-of-government shared warehousing and distribution service (Third Party Provider). It is estimated that SDS will deliver savings across government in excess of \$4 million.

With clients in long term partnership arrangements and others with short term warehousing and distribution solutions in operation, our primary objective is to provide value for money and savings by managing critical product for other government agencies.

SDS Publications

SDS also offers an online retail and distribution service with expertise in managing both electronic and printed publications. The operation supports Smart Services Queensland's whole-of-government call centre operations and provides an online channel for electronic and printed publications distribution. The business maintains in excess of 16,000 different products, with an annual turnover of approximately \$7 million.

SDS provides expertise in the management of electronic and printed publications and delivers government objectives. In conjunction with Smart Service Queensland, via a single telephone number and website, we have centralised the community's access to government publications and information. Everything from contaminated land searches to Queensland Legislation can be found quickly and securely in one location.

Our fully integrated fulfilment solutions streamline publication management within government agencies delivering both resource and financial improvements, in particular, for regional offices and contact centres. Awarded the 2006 Department of Public Works Service Excellence Award – our successful nomination boasted 27 benefits to the community, business and government – publications is a rapidly growing service.

SDS


SDS understands that we are all here to serve government priorities & reduce costs!

SDS provides total supply solutions & cost effective purchasing through the specialist delivery of:

- Office supplies, furniture & education resources
- Logistics & warehousing management
- Publications management

Our commitment is to genuine cost reduction & savings for government.

SDS is a supply partner worth talking to.



service



solutions



and savings

Responsive

SDS is a supply partner worth talking to.

What our customers say...

"The introduction of the Preparatory Year of Schooling was a major strategic initiative for the department that had a high public profile. SDS offered the department an innovative supply solution for Prep curriculum resource materials that provided significant savings to the department. SDS was an important partner in the delivery of the Preparatory Year of Schooling ensuring that curriculum resources were in the classrooms ready for the beginning of the school year."

*Clayton Moulds, Manager Strategic Procurement
Department of Education Training and the Arts*

"Since signing up with SDS in August 2001, the Department of Housing has received competitively priced stationery and office supplies, convenience, quality goods and informative advice. I am very happy with the level of service, the quality and fit-for-purpose aspects of the goods supplied, the discounts received, the value added through the consolidated invoicing arrangement and the active and positive approach to relationship management. SDS offers a quality service."

*Brendan Radford, Principal Business Services Coordinator
Department of Housing*

"SDS Publications was engaged to manage and distribute QAS' Community Service Unit's extensive range of first aid training materials, across Queensland. We have never had so much control over our managing of stock since we changed to SDS Publications. We now know who, when, where and what happens to our merchandise and have moved into new commercial markets because of the service SDS can provide. QAS is now offering an online payment system for the first time to our customers and we are delighted with the service level provided."

*Murray Excell, Director Community Services Unit
Queensland Ambulance Service*

"SDS Logistics provides a professional approach to warehousing and distribution services that allows the Department of Main Roads to focus on the delivery of core services. Professional customer service is one of SDS' key strengths. They are continually suggesting new ways of dealing with day to day issues that arise and their willingness to know how their customers businesses run ensures targeted customer service. Since starting with SDS in July 2005, all KPIs have been met or exceeded and I would recommend their services."

*Mick Forrest, Principal Consultant (Delivery)
Department of Main Roads*

SDS, delivering **the goods...**



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