

Personalized SERVICE

At Webcom, we take great pride in the scope and quality of our customer service. From building and maintaining successful and productive customer relationships, to implementing efficient systems and processes, we do what it takes to meet the needs of our customers. Our efforts are driven by collaboration and partnership.

Our "No Surprises" Commitment

Webcom's "no surprises" commitment means that we deliver as promised – on time and on budget. We understand that you can't afford unforeseen delays, unplanned-for costs or other disappointments. That's why we provide firm schedules, bill what we bid, allocate ample production time and materials to your job, and guarantee our quality. Partnering with Webcom means knowing you'll get what you want...when you want it.

Dedicated, Experienced Team

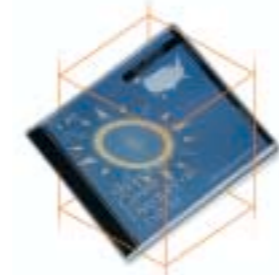
Our dedicated Directory Publishing Team understands the complexities involved in directory production, and specializes in managing all aspects of these very large projects. Production specialists have comprehensive expertise and experience: from the design and production of printed books and directories, to web pages, CD-ROMs and other forms of digital communication. Whatever your needs, our team assumes full control and responsibility for your project from start to finish. You'll get continuous support from a single point of contact who understands your business, and who is dedicated to achieving the results you expect. And our operation is open 24/7, so your needs can be met around the clock.

Seamless International Distribution

At Webcom, our job doesn't end when your directory is printed. With extensive experience serving U.S. customers, we take the worry out of cross border distribution. We complete the necessary paperwork and make all the shipping arrangements. Plus, there are no tariffs on books. You can be sure that all your shipments are seamless.

Innovative SOLUTIONS

Whether you require print or multi-media directories, or a combination of these, Webcom's Directory Publishing Team offers a wide range of innovative solutions. Plus, we have all services, resources and technologies under one roof. As a result, we maintain full control over all aspects of your project, ensuring economies of scale, a smooth workflow and quicker turnaround time.



User-friendly Printed Directories

Our directory manufacturing technologies are current and state-of-the-art. They include Offset Print Technologies for long-run efficiency, Digital Print Technologies for short runs and customized versions, plus full-colour cover printing and coating. We offer a number of standard book binding options, as well as our unique Otabind™ lay-flat binding system. This revolutionary binding method allows books to lie flat, stay open and withstand the wear and tear of frequent handling. Customers can use your directories over and over again, without worrying about the spine cracking or pages falling out.

New Media Services

At Webcom, we understand how new media and the Internet are transforming the directory industry. We have responded by helping many customers evolve their products to meet changing market expectations. Our content editors can develop interactive CD-ROMs and web sites to complement and differentiate your printed directory. Plus, we now offer in-line CD-ROM bind-in technology, which means a CD-ROM component can be added to your directory right at our facility. These new media services can help you attract and retain customers today...and allow you to build the directory business of tomorrow.

Single-Source Data Management

With your directory content already available electronically, Webcom can use that file to produce high quality print or multi-media products. This maximizes the value of your information by using one file for many formats. Data storage, updates and retrieval can be managed from a single source. Plus, we have the resources and experience in database management and graphics to ensure that your directory is produced professionally and cost-efficiently – whatever its format.

Multi-version Directories & Directories-on-Demand

Our flexible manufacturing processes enable us to produce cost-effective, multi-version directories. These can be customized with different covers and front-matter versions, while still taking advantage of long-run efficiencies.

Digital printing provides a cost-efficient way to manufacture directories in very low quantities – even single copies! Since we can manage and store your data, we can easily provide short runs of customized directories or Directories-on-Demand.

Flexible Fulfillment and Distribution

This extension of our manufacturing process allows us to take care of all your product warehousing and fulfillment needs. We'll store your directories and distribute them as required.



Substantial SAVINGS

At Webcom, we print millions of books and directories every year. Our large-scale operation, technological know-how and resources, volume material buys, and efficient systems and procedures help ensure significant economies of scale. We consistently look for cost efficiencies – and we pass them on to you.

Total Integration

Our fully integrated operation results in a smooth and hassle-free process for every project. With prepress, text and full-colour cover printing, coating, binding, warehousing and fulfillment services available in-house, your project can be produced efficiently and cost-effectively, without the unnecessary costs and delays that can occur when using numerous outside suppliers. As a result, you save time... and money.

In-house Paper Inventory

Paper is the most expensive component in directory production. That's why Webcom maintains an inventory of special directory papers on our premises. We make sure that the grade you need will always be available – and at the right price. Our ability to print efficiently on lighter weight papers reduces material and distribution costs. Plus, small changes in page size can reduce waste and create substantial savings. Webcom is equipped to manufacture your directory in the most economical way, whatever size you need.

Cost Efficiencies & Targeted Production Plans

Webcom's Directory Publishing Team ensures that you get the highest quality product, in the shortest time, at the best price. They will recommend the right manufacturing process and production plan for your job. For example, with Offset Print Technologies, we can print all copies of your directory at once to achieve the cost efficiencies of longer press runs. If multiple versions of your directories are required, we can design your covers so that they can be printed with long run efficiency, then overprint to create the different versions.





10 Reasons to Partner with Webcom

At Webcom, we combine the resources and economies of scale of a large operation with the kind of personalized, hands-on customer care you would expect from a smaller company. As a result, our customers can count on:

- ◆ Our "no surprises" commitment. We deliver and bill what we bid
- ◆ A long-term relationship that ensures comprehensive understanding of your requirements
- ◆ Committed customer service
- ◆ Firm schedules
- ◆ Innovative technologies
- ◆ Allocated press time
- ◆ Large inventory of in-stock papers
- ◆ Flexible financing options
- ◆ Warehousing, fulfillment and distribution services
- ◆ A single-source solution – we manage your project from start to finish



About Webcom

Webcom has worked with directory publishers for over 20 years, and has become one of North America's leading manufacturers. We understand the special needs of the directory market, stay on the leading edge of evolving communications technologies and provide consistently superior products.

Through expertise, innovation and outstanding customer service, we deliver books and beyond.

If you would like to find out more about Webcom Directory Solutions, please call 1-800-665-9322.

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WEBCOM
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WEBCOM DIRECTORY SOLUTIONS



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Webcom Your Single-Source Partner for Print and New Media Directory Solutions

Today's customers are more knowledgeable and demanding than ever before. They expect to get their information quickly and easily and they want access through a variety of media. When it comes to directories, users have come to expect both the convenience and quick reference of print directories, as well as the versatility and cross-reference capabilities provided by new media versions. These expectations provide both opportunities and challenges for directory publishers.

At Webcom, we make it our business to understand your business and the changing needs of the marketplace. By helping directory publishers deliver content not only in print, but also in new media formats such as CD-ROMs and web sites, Webcom has become a leading, single-source provider of integrated directory solutions. As a directory specialist, we apply the most current, innovative technologies to deliver cost-effective directory solutions in the formats that work best for your customers.