



Prenax Service

Prenax helps organizations in all sectors with the acquisition, access and management of all print and online information, including journals, newspapers, databases, memberships and books. Whether our customers rely on stem, financial or legal information, Prenax provides a suite of services which guarantees value-for-money and superb customer care: we'll advise you on how to get the most from your budget and relieve you of the administrative burden associated with subscription management.

Quite simply, Prenax offers you:

A single contact point for the world's online and printed journals and updates.

Supplier contracts management

Consolidated invoicing

Total control over all subscriptions

Award-winning customer service

The right blend of superior service and leading-edge technology

The Prenax difference is the combination of web-based tools along with personal service. All our customers get access to Prenax Online where you can search among thousands of information products from all over the world. If you prefer to talk to a member of our staff, your Prenax account manager is available every weekday between 8am and 6pm.

In essence, our approach to excellent service:

Responsive- Prenax operates an Award Winning service business. In order to ensure success, Prenax is attentive to the needs of our clients and responds to them with accuracy and in a timely and professional manner. Our goal is to maintain the highest level of service to our clients.

Credible- Since great relationships last many, many years, we must conduct ourselves appropriately, keeping a watchful eye upon integrity, candor and open communication in all our dealings. In short, we must do what we say we are going to do.

Proactive- We anticipate and accommodate the needs of our clients, offering them solution-oriented products and services. Our services are tailored to each unique business requirement, providing a truly consultative view to your business needs.

Effective- Beginning with the end in sight, we ensure that the desired results are achieved, both internally and externally.

Flexible- In order to respond to dramatic changes occurring with our clients and with our suppliers, we continue to do what works and quickly change what needs improvement. Our commitment to the industry and our clients is paramount to our business goals.

For more details please contact:

Prenax Inc. 211 E 43rd St. Ste. 1200 New York, NY 10017

e> mail@prenax.com w> www.prenax.com