



OWN YOUR LIFE
OWN YOUR CAREER
OWN YOUR COMPANY



OFFICES

UNITED STATES

- | | |
|------------------|----------------|
| Atlanta | Orlando |
| Charlotte | Philadelphia |
| Dallas/Ft. Worth | Princeton |
| Denver | Richmond |
| Houston | Sacramento |
| Jacksonville | San Francisco |
| Los Angeles | St. Louis |
| Minneapolis | Tallahassee |
| Nashville | Tampa |
| New York | Washington, DC |

EUROPE / ASIA-PACIFIC

- | | | |
|------------|-----------|-----------|
| Abu Dhabi | Frankfurt | Nantes |
| Amersfoort | The Hague | Paris |
| Barcelona | Lausanne | Shanghai |
| Berlin | Lille | Singapore |
| Bologna | London | Stuttgart |
| Brisbane | Lyon | Sydney |
| Brussels | Madrid | Tokyo |
| Bucharest | Melbourne | Vienna |
| Budapest | Milan | Zurich |
| Düsseldorf | Munich | |

ARE YOU READY TO TAKE YOUR CONSULTING CAREER TO THE NEXT LEVEL?

If your answer is YES, it's time to look at a consulting firm where your experience and expertise not only help build successful relationships with some of the most recognizable names in the world, but help create a very rewarding career.

North Highland sits atop some of the most impressive resumes in the consulting business. If you think you have what it takes to join us, we invite you to find out more about what it means to be a North Highland consultant.

CONSULTING SERVICE AREAS AND INDUSTRIES

Over 2200 professionals from 49 offices, in the US and around the world, are part of North Highland consulting. Each of us brings a wealth of experience and expertise to our respective service areas and industries. But we don't work in silos. Through our unique, interdisciplinary approach, we collaborate across skill sets to bring fresh perspectives to our clients. Then we hone in on producing innovative, results-oriented solutions.



SERVICE AREAS

STRATEGY + ADVISORY

- Strategic Planning & Implementation
- Enterprise Performance Management
- Merger Planning & Integration
- Outsourcing & Shared Services

OPERATIONS

- Operational Strategy
- Process & Performance Improvement
- Supply Chain Optimization

FINANCE + ACCOUNTING

- Finance Function Transformation
- Organizational Effectiveness & Resource Planning
- Planning, Budgeting & Financial Reporting

EXECUTION

- Program & Project Management
- Change Management

INFORMATION TECHNOLOGY

- Strategy
- Sourcing
- Infrastructure, Architecture & Design
- Solution Planning & Integration
- Business Intelligence & Information Management

CUSTOMER EXPERIENCE + ENGAGEMENT

- Customer Experience Strategy & Design
- Marketing Strategy & Operations
- Customer Analytics & Segmentation
- Sales & Contact Center Effectiveness
- Multichannel Brand Execution

HUMAN CAPITAL

- HR & Workforce Strategies
- HR Performance
- Workforce Performance
- Organizational Design

DEFY CONVENTION CAST A NEW MOLD

The North Highland story

In 1992 North Highland set out to create a different brand of consultancy. One that doesn't subscribe to the notion that you are either a big, centrally located firm flying people out to distant clients, or a small, local niche boutique. **We provide a better option...**

1. We live and work where our clients do.
2. We hire only experienced people.
3. We guarantee our work.

The result is a new model for consulting efficiency and effectiveness. One that leverages our national and international network of cross-segment and cross-industry expertise to provide comprehensive solutions for our clients. For those of us fortunate enough to work here, we've also created **a new model for a consulting career**. One where everyone has an ownership stake in his or her own success.

INDUSTRY EXPERTISE

Communications	Life Sciences and Pharmaceuticals
Consumer	Media and Entertainment
Energy	Retail
Financial Services	State & Local Government
Healthcare	Tourism, Hospitality & Leisure
Higher Education	U.S. Government
Industrial	Utilities

In addition to their consulting specialty, our consultants have significant experience with the predominant industries in their city or region.



THE CORE VALUES SHARED BY EVERY NORTH HIGHLANDER:

- Our priorities are client service and respect.
- We communicate and act with the highest degree of honesty, integrity and professionalism.
- We are empowered to make choices in our careers, compensation and assignments.
- We are responsible and accountable for the success of our clients, teams and company.
- We respect and value the personal capabilities, contributions and quality of life of each individual employee.

Awards

A partial list of the awards North Highland has received for its workplace environment

Consulting Magazine

Best Firms to Work For, #3 in 2011, #3 in 2010, #4 in 2009, #3 in 2008, #4 in 2007

Alfred P. Sloan Award for Business Excellence in Workplace Flexibility

Greater Dallas Area in 2009 & 2010, Atlanta in 2008

Quantum Workplace

Employee Voice Award for excellence in employee engagement, 2009

Atlanta Business Chronicle

Best Places to Work in Atlanta (medium-sized companies), #18 in 2010
Best Places to Work Award; Pacesetter Award as one of Atlanta's 50 Fastest-Growing Companies, 2007

Florida Trend Magazine

Best Companies to Work For in Florida, #1 in 2011 (large-size companies), #3 in 2009 (mid-size companies)

Tampa Bay Journal

Best Places to Work for in Florida, #3 in 2008, #4 in 2007

Nashville Business Journal

Nashville's Best Employers, #4 in 2010, #3 in 2009

NJ Biz Journal

Best Places to Work in New Jersey, #5 in 2011, #7 in 2010, #9 in 2009

The Los Angeles Business Journal

Best Places to Work in Los Angeles, #2 in 2011 (large-size companies)

Philadelphia Business Journal

Best Places to Work in Pennsylvania, #11 in 2009

Texas Monthly

Best Companies to Work for in Texas, #1 in 2011, #3 in 2010, #4 in 2009, #3 in 2008

Washingtonian Magazine

Great Place to Work in DC, 2007

Charlotte Chamber of Commerce

Work/Life Award, #2 in 2007

1992

North Highland founded by Dave Peterson, Bob Bowman & Chuck Morn in Atlanta

1994

NH surpasses \$1M in revenue

1996

Major telecom becomes largest client

NH has 25 employees

1998

Orlando office opens

ESOP created

100-employee milestone passed

1999

Nashville office opens

NH ranks #373 on Inc 500 Fastest Growing Companies list

2000

Denver & Dallas/Ft. Worth offices open

NH ranks #265 on Inc 500 Fastest Growing Companies list

NH passes \$30M in revenue

2001

Charlotte office opens

NH ranks #254 on Inc 500 Fastest Growing Companies list

2002

Philadelphia office opens

NH ranks #321 on Inc 500 Fastest Growing Companies list

2003

Houston, Tallahassee, Tampa & Washington, DC offices open

NH approaches \$50M in revenue

2004

New York & Richmond offices open

OUR CULTURE OF OWNERSHIP

Every North Highlander has an ownership stake in the company. We have “skin in the game.” We come here to advance rewarding careers by doing what we love – leveraging our experience to achieve results for clients. Since we also live and work where our clients live and work, we don’t drain our professional energy living out of hotel rooms and standing in airport security lines.

This is what we mean at North Highland when we say you can:

- Own your life.
- Own your career.
- Own your company.

HISTORICAL REVENUE (U.S. ONLY)

1994	\$1.1M
1997	\$5.2M
2000	\$31.8M
2003	\$47.9M
2006	\$110.2M
2009	\$150.4M
2010	\$190M Projected

OWN YOUR LIFE

If you've invested the years and hard work it takes to become a great consultant, you should be able to reward yourself with a work/life balance that acknowledges your talent. One that doesn't include living on the road and using a BlackBerry® to stay in touch with family. One that does include living where you work, taking charge of your assignments, and managing your career.

At North Highland, **good consultants become better consultants** because they are in control of the decisions that affect the balance between their personal lives and their professional lives.

- You work where you live; travel is optional.
- You have input into consulting assignments.
- You will focus on clients and results, not hours.
- You can pursue flexible career tracks.
- We provide you with enabling technology.
- We support and encourage your local community involvement.

2005

Dan Reardon named new CEO

300-employee milestone passed

2006

International company, Highland Worldwide, created

Sister company, Sparks Grove, formed

500-employee milestone passed

NH passes \$100M in U.S. revenue

2007

100% ESOP ownership finalized

NH ranks #4 on Consulting Magazine's Best Firms to Work For list

San Antonio office opens

2008

NH invests in Qedis, UK consulting firm

NH ranks #3 on Consulting Magazine's Best Firms to Work For list

Sister company, TrueBridge Resources, formed

Sacramento, Los Angeles & Trenton offices open

2009

Shanghai & San Francisco offices open

NH ranks #4 on Consulting Magazine's Best Firms to Work For list

2010

Dave Deiters & Mike Lee named co-presidents

New business formed in China

Highland Worldwide offices join NH offices as global firm with 45 locations

\$190M in US revenue projected

NH ranks #3 on Consulting Magazine's Best Firms to Work For list

Jacksonville office opens



OWN YOUR CAREER

When you build a successful career advising clients on managing their businesses, **you should also be empowered** to manage the business of your career. At North Highland you are in control of your own development, pace, and even compensation. We don't believe in narrowly defined career tracks, "up-or-out" policies, or mismatched project assignments. If you are good enough to be here, we encourage you **to expand into the career that best fits you**. We know that our clients, and our business, will be better off for it.

- Multiple variable compensation opportunities allow you to target and manage how much you earn.
- A personal career coach is here to help you with your personal development plan.
- We conduct semi-annual reviews and personal development plan updates.
- We support 5-10 days of training and development annually.
- We offer an education reimbursement program.
- You can be flexible with your career track – no time and tenure requirements.
- We promote at your pace - no "up-or-out" policy.
- You identify your career goals and interests. We ensure your client and project assignments take these into account.
- You have access to many knowledge sharing opportunities.

OWN YOUR COMPANY

As you've no doubt gathered, North Highland fosters a culture of ownership among the professionals who work here. Nothing more embodies this than the fact that we are employee-owned. Every North Highlander has a financial stake in the company. Each of us is accountable, and rewarded, for the success of North Highland. No outside investors or shareholders to please. This is rare in the consulting world. We attribute our growth and award-winning recognition as one of the country's top consulting employers directly to the entrepreneurial spirit that drives our business.

We are a winning team.

- North Highland is 100% owned by the Employee Stock Ownership Plan. You will receive shares in your account annually.
- You will receive regular communications about company business results.
- We regularly schedule all-employee meetings to make sure we all understand our company goals and results.
- We reward our employees for thinking, acting, and making business decisions like an owner.

WE ALSO OFFER AN OUTSTANDING BENEFIT PROGRAM THAT INCLUDES:

- Employee Stock Ownership Plan (ESOP)
- Matched 401(k) with immediate vesting
- Health and child care spending accounts
- Employee assistance program
- Generous medical, dental, life, and disability insurance
- Generous paid time off including 3-4 weeks of vacation annually, available immediately after you're hired

WHAT DOES IT TAKE TO BE A NORTH HIGHLANDER?

At North Highland, experience is your foot in the door. We don't charge our clients for on-the-job training. We seek **top performers** with prior consulting experience. Consultants who are **at the top of their game**.

But even that isn't enough. Successful North Highland candidates have three important qualities.

We are entrepreneurial.

A North Highlander is proactive in building business, both for our clients and our company. Through client relationships and friendships we are able to grow the number and scope of projects as we anticipate our clients' needs and prepare to meet them. We also open doors at large organizations, creating new clients in new cities with new offices. We constantly find more efficient ways to conduct business and new ways to reach out to the communities in which we live.

We are passionate.

We offer our clients a different experience. We respect them. We listen to them. We get to know them personally and care about them. We understand their organizations. We value the long-term relationship over the short-term gain. We're looking for people who believe that doing the right thing for a client is always the right answer.

We are diverse.

We all come together from very different backgrounds, perspectives, and ways of approaching both our work and our lives. We work in an open, transparent, and trusting environment. Our strength lies in how we embrace our diversity and use it to enrich the work we do for our clients. This is how we learn. This is how we lead.



OWNERSHIP ADDS UP TO A GREAT PLACE TO WORK...

The true test of a great place to work is what employees say about their company. Do they refer their friends? Are they committed? At North Highland, current employees refer most of our new hires. And, we have significantly lower employee turnover than larger consulting firms.

It's no accident that North Highland consistently places near the top of lists that rank great firms to work for. For four years running, we have ranked #4 or better on *Consulting Magazine's* annual "Best Firms to Work For" list.

Working here is more than just a job — it's a rare opportunity to **take ownership of your life, your career and your company.**



Learn how you can become a North Highlander.
We're always looking for talented consultants.

Visit us online to learn more about North Highland,
get the latest news, or gain personal insight from our consultants.

www.northhighland.com

 North Highland in the Community

 @NHighlandGLOBAL

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