

## Lacks Enterprises, Inc.

Lacks Enterprises is a privately owned global manufacturer with a world-class product portfolio reflective of its standing as a leading supplier to the automotive, telecommunications, and consumer electronics markets. They are based near the Gerald R. Ford International Airport in Grand Rapids, Michigan, and operate from over a dozen separate plants and office buildings within a few miles of corporate headquarters.

In 2006, Brad Kirk was promoted to CFO, and assumed responsibility for the MIS department. To assure himself that MIS was doing everything it could to be proactive and responsive, Brad initiated a study described in the following email to key department heads:

*"I have engaged an independent IT consultant to perform overall IT infrastructure and systems assessments, and provide recommendations for future success".*

Brad's mandate to Kore / Hi Com was best described in the following email:

*"... give us some direction about moving this organization forward from a systems standpoint ...I will rely heavily on your expertise, findings, and advice."*

Over the next several weeks, K/HC conducted interviews with key personnel from each functional area. Participants included people from all levels within the organization. At end of the study, an extensive report of findings and recommendations was presented to Lacks. This report was very well received, as evidenced by Brad's comment that it was

*"exactly what I was looking for".*

In a memo to members of his new MIS Steering Committee, Brad described the work that lay ahead as the result of Kore / Hi Com's recommendations:

*"I appreciate your willingness to approach these upcoming changes with open minds and adaptability/flexibility. It will take a concerted effort from all of us through effective leadership of our respective teams in order to realize the benefits from these progressive/proactive changes in how we approach technology going forward in our organization. "*

In describing the positive impact from implementation of Kore / Hi Com recommendations and his willingness to waive certain non-disclosure provisions, Brad stated the following:

*"You are on my strategic (contact) list... You guys were instrumental in getting things off the ground... I would not have a problem with you mentioning the excellent work and consultation provided to Lacks Enterprises, Inc."*