

## **P5COM sees its development rewarded with FD Gazellen Award.**

In 2015, P5COM was nominated for the FD Gazellen Awards for the third time. The Financiële Dagblad organizes the annual FD Gazellen Awards for businesses with continuous growth in turnover of at least 20 per cent over the past three financial years. This nomination signifies that P5COM is one of the fastest growing companies in the Netherlands.

Managing director Paul Arakelian credits the growth to three factors. First of all, satisfied customers form the basis. 'When asking customers to rate our work, we aim for a final score of 8 or higher. We are rated 9.1 on average. This definitely pays off: just more than 60% of our turnover comes from repeat orders from very satisfied customers', says Paul Arakelian. The second defining factor is that P5COM takes 'responsibility for results'. This means that P5COM gives a discount in exchange for a share in the proceeds. This is P5COM's commitment to results: customers don't pay until they get value for money. Finally, Paul Arakelian mentions 'delivering on promises' as a key factor. This sounds like a no-brainer, but P5COM still manages to set itself apart from the rest by providing clients with clarity up front. How? By agreeing a fixed goal or result at a fixed price and with a fixed turnaround time. 'We always deliver the agreed result within time and budget', says Paul Arakelian. 'What's important here is to embed the results in the organization so that they last.'

P5COM started in 2006. Today it is home to 45 professionals. P5COM is a consulting firm which is engaged in the development and implementation of operational and structural performance improvements, especially in healthcare organizations. P5COM operates in all sectors of healthcare and also works with housing associations and local authorities.

'As a specialist in operational and service excellence, we aim to leave our clients with an indelible impression – especially when streamlining primary and secondary business processes', says Paul Arakelian. P5COM excels in the implementation of operational improvements that are supported by the entire organization. During a project, P5COM works with everyone involved to motivate them on a personal level. 'Our solutions are effective, always pragmatic, and pay off for the long term. We deliver measurable results on the basis of in-depth analysis – all in a short space of time. The result of our expertise translates into not only extremely satisfied clients but also a third FD Gazellen Awards nomination. Yet another impressive accomplishment.'