



HAGERTY

／ partners for public sector excellence



Hagerty is a public sector management consulting firm that helps clients choose the best way forward in times of change, uncertainty or crisis.



／ INTEGRITY

CHOOSE

Your organization is at a crossroads.

Did you arrive according to plan? Or did you get here by surprise? No matter how you arrived, a crossroads demands decision.

Congress directs your agency to implement a new billion-dollar federal program and gives you six weeks to do it. The Governor needs you to create a performance management system that establishes accountability, tracks customer service levels and offers transparency. Time allotted? Fourteen days. The Secretary asks you to develop and implement a new method of cost accounting to increase federal reimbursement.

How quickly—and how well—will you respond?

Hagerty professionals have dedicated their careers to getting it right. We have the ability to pull from a wealth of resources—potentially identical, absolutely relevant—to help keep your mission in focus.

Can you redirect your most talented players without compromising other projects? Do you have all the skills and experience necessary?

Hagerty is prepared to deliver the team of professionals you need when you need it.

CLARIFY

A crossroads presents opportunity. Can you see it?

Perhaps you feel comfortable steering your project down a familiar path. Or you may reflexively take the unknown road. Either way, you're likely to see opportunity only in hindsight.

Hagerty shows you how to step on the brake, take a 360° view and see opportunities you might otherwise miss. Then it's up to you. Stop? Go? Or go faster? Most important of all—where are you going? Perhaps toward a strategic plan with a new set of benchmarks. Or a redesign of key business processes or management of a major grant program. Whatever the objective, we show you how to take the route that's direct and carefully planned.

Hagerty makes sure the best opportunities are right in front of you.

COMMIT

A crossroads is inherently uncertain.

Understanding your options can mean the difference between success and failure. It helps to have a sounding board—someone who'll be honest and tell you when you ought to consider alternatives. It also helps to have people by your side who'll help you get where you need to be—at the right time and within the right budget.

Hagerty is proud to be forthright. Sometimes things don't go smoothly, and Hagerty believes in straight talk when tough and sometimes unpopular—but appropriate—decisions need to be made.

That's simply the right thing to do.

Truthful. Fair. Impartial. Those are the qualities that bring Hagerty the most challenging assignments—why we're asked repeatedly to conduct independent, third-party financial and eligibility reviews of politically sensitive, million-dollar federal grants—why we're asked to lead multidisciplinary, multi-company teams.

Integrity. It reflects our promise that our work together will be collaborative and purposeful and that our journey will have a positive, sustainable impact.

FRAME



Uncertain times, times of crisis—when the way you always did it simply is not the best way to do it now—these are times that call for innovation. How do we know? Hagerty has been there in the worst of times—Katrina, 9/11—and we've facilitated, developed and implemented innovations that have helped communities rebuild faster.

Different roads have different rules.

For Hagerty, all roads lead to and through the public sector, where innovation is embraced—as long as it occurs within the rules and regulations that guide you, even the constraints that constrict you.

Do you define innovation through procedure? How would you recommend streamlining a \$300-million sheltering program, and could you do it in less than two weeks while saving the government millions? Does innovation mean new strategy? Could you develop a model for distributing \$500 million in federal grants in a matter of weeks?

However you define innovation, Hagerty will help you apply it to the public sector. Hagerty knows that innovation requires sensitivity to the terrain and the rules.

／ OUR COMPASS.

Hagerty values Integrity. We are committed to actions and behaviors that create complete, sustainable solutions for our clients and partners; that build trust and confidence for longevity of relationships; and that reflect the sincerity of our interest and the extent of our commitment.

／ OUR DIRECTION.

Hagerty values

Innovation. We focus on creative solutions that achieve our clients' objectives and fit within the framework of their rules, regulations, mission and vision.

We are not interested in innovation for innovation's sake. We are interested in collaboratively finding the new or time-tested solution—the right solution—to propel our clients forward.

JOIN

Can you—do you want to—stall at the crossroads alone?

Why would you, when you can work with a team of professionals who have successfully guided clients through some of the largest change and crisis projects in recent U.S. history?

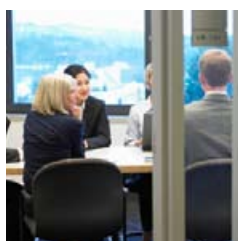
One example—in New York, after 9/11, we led representatives of 15 national and global companies to function as one intrepid workforce.

Your staff and Hagerty's professionals create a blended team that works seamlessly to translate your vision into measurable results. We bring all stakeholders into the process and respect and leverage diverse perspectives. We treat other contractors as partners. We encourage multidisciplinary approaches.

Hagerty also brings together people with a broad range of talent, including program managers, financial analysts, planners, facilitators, accountants, economists, change management specialists and medical professionals.

When you need fresh ideas and entrepreneurial solutions, our professionals will be at your side—within hours, if necessary.

SURPASS



Perhaps you've heard it all before: "We're honest, upstanding and truthful." Why pay attention to Hagerty? Because Hagerty believes that candor saves time, money and reputations.

At a crossroads, judgment determines direction—and destination.

You need to consider, what can go wrong? What absolutely must go right? When you make a decision, will you settle for merely acceptable? Do you want a partner who'll give you satisfactory? Are you content with a solution that's only adequate or do you require excellence?

At a crossroads, chaos theory applies. How you perform affects your reputation. How you perform can affect people's lives.

Hagerty's culture reflects excellence through and through. Excellence is why clients ask us to manage their quality control programs. And excellence is why our clients include some of the world's top agencies, who repeatedly reach out to us for our people and their expertise.

For Hagerty, excellence guides our philosophy, our culture—and our judgment.

PERFORM

You have different options at a crossroads.

Why not have different perspectives, too?

Hagerty gives you a set of tools to advance, deliver and assess your work. Along the way, you'll find yourself in excellent company.

How does Hagerty differentiate itself in the gridlock of professional service firms? Our people. Our professionals have outstanding credentials, strong core competencies, seasoned experience and incredible initiative. But chances are other professional services firms are saying the same thing, too.

At Hagerty, the difference is not only our people but our complete and unequivocal dedication to the public sector. Hagerty professionals will bring to your project their deep understanding of public sector work and their broad experience with public projects large and small.

Having the right people is critical, because when you're at a crossroads, you're defined by the company you keep.

SERVE



Passion means working at a client site every day for 30 days straight before getting a weekend off. For Hagerty, passion means understanding that what we've just been through wasn't a fluke, but the way our schedule will look for the next 12 months.

Run. Don't walk.

You need energy to complete your journey with the same conviction you had when you began. You need conviction to keep remembering that the journey is worthwhile. You need passion.

For Hagerty, passion is the difference between people who simply compute, and people who analyze comprehensively; the difference between people who merely grasp, and people who understand completely; the difference between people who hastily provide answers, and people who provide solutions, thoughtfully and holistically.

Passion is the ability to mobilize a staff of experts representing ten separate disciplines within 24 hours of a disaster. Passion is pulling an all-nighter so a local government can obtain a federal loan and continue operations without public service shutdowns and employee layoffs. Passion means doing all that's expected—and more. Every Hagerty professional chooses to work in the public sector. It's our passion. It's how—and why—we work.

If it's run or walk, Hagerty runs. Our passion tells us there's no other choice.

OUR FUEL.

Hagerty values

Teamwork. We are inspired by synergy.

Our professionals create environments where diverse perspectives are respected and leveraged to serve as the engine for innovation. We listen to our clients and closely monitor project dynamics to remain focused on joint achievement of established objectives.



ACHIEVE

Uncertainty. Opportunity. Perceptions. Options.

Each is characteristic of a crossroads. Each is ambiguous. A crossroads may be hazy, but it holds you accountable—to your decision and its promise, to your judgment and its potential.

How you handle a crossroads situation can affect your organization for years to come.

Your goals are ambitious. We can help you meet them. Your timeline is aggressive. We're ready when you are. You want answers. Hagerty first listens and understands—then responds.

Whether it's facilitating a stakeholder meeting or performing a cost-benefit analysis, Hagerty focuses on the specifics your situation demands. Hagerty helps you exceed expectations, satisfy requirements and honor your commitments.

Hagerty is as accountable as you are.

TRUST



"I promised myself that when I started this company, it would be founded on the best qualities of a top-tier consulting firm. What we've built to date is significant. Hagerty is a firm with highly talented people who are driven to make a meaningful contribution to the public sector and who are always striving for excellence. I'm proud of what we've accomplished, and I'm inspired by the opportunities that lie ahead."

—Steve Hagerty, President

The time to make a decision has come.

Being at a crossroads can be uncomfortable. Your options, your direction—perhaps even your goals—are unclear.

Hagerty will deliver.

Whether it's developing a strategic plan, transforming an organization, starting up a new program or recovering from a crisis, we've been at that crossroads before. The crossroads is uncertain yet filled with opportunity, momentary yet defining, frightening and exhilarating all at once. Why move ahead without help?

With Hagerty on board, you'll never be alone at the crossroads.

／ OUR DESTINATION.

Hagerty values Excellence. We are driven to deliver results that meet not only our clients' expectations but our own high standards. We are keenly aware that our clients' trust in us must be rewarded by our best individual and collective effort.



HAGERTY

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