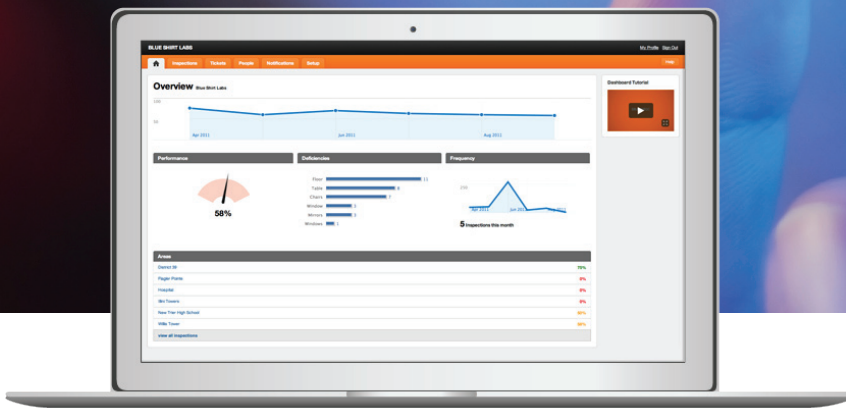




# Excellence in Quality and Service Happens by Design ... and we've designed a whole new system to cater to your needs!



- Easily submit requests online from your personalized service portal, or phone them in, and instant messages notify our management team.
- Our resolution tracker documents progress on your requests to completion. Each step is noted and easily accessible as an audit trail.
- We make monitoring our inspections in real time simple, so you always know the status of our service at the click of a button.
- GPS tracking documents the location of the inspections, and photo features allow visuals for optimum communication.
- Clear visibility on our quality system provides accountability and transparency. Our mission is your complete satisfaction, and we want to prove it!

## Getting Started is Easy!

- There's nothing to install ... ever.
- You'll receive a username and password for logging in with your Web browser.
- Instantly access the program from anywhere, anytime.
- All data is secure and encrypted.
- Log on as frequently or infrequently as you like – your personalized zone is a place we can monitor the steps we take in efficiently caring for your needs ... whether you wish to view them or not!

**Cutting edge technology designed around nearly 50 years of personal care and experience.  
Consistent Quality – the trademark of Environment Control!**