



Enhanced Tracking & Reporting Technology



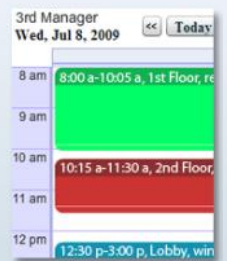
Inspections



Tracking



Communication



Job Scheduling

Service Management Group, LLC
25 Controls Drive, Shelton, CT 06484
800-688-1707 www.SvcMgmt.com



Enhanced
Tracking &
Reporting
Technology

State-of-the Art Software
designed to improve...

Accountability

Accessibility

Employee Training

Customer Satisfaction



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Accountability

- **With the CleanTelligent System, clients will be able to accurately measure the services that SMG will be providing to you through a series of data collections. Inspections by management as well as feedback from the client will be maintained in an on site online system.**
- **This information will measure performance of all services provided on a daily, weekly and monthly basis and will be tracked continuously by management and provided to clients during periodic reviews.**
- **CleanTelligent will take all tracking information and graph performance so results can be measured over a longer periods of time to help provide greater customer satisfaction.**

Accountability

- Ability to view Inspections

Restrooms

Area Service Item Score: Green 82%

Area Tracking Item Score: 86%

Rating	Service
Red	<input type="checkbox"/> Check and clean debris from urinals and toilets.
Rating	Tracking Item
Green	Restroom/Locker Room Specific : Clean Toilets & Urinals
Red	Trash Removal/Recycling : Pick Up Loose Trash
Red	<input type="checkbox"/> Clean and disinfect inside toilets and urinals.
Yellow	<input type="checkbox"/> Clean and polish inside of elevators.
Green	<input type="checkbox"/> Clean mirrors.
Green	<input type="checkbox"/> Clean walls and partitions around urinals and toilets.



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Accessibility

- **SMG clients will have instant access to the online system through an icon on their desktop where they can immediately and easily notify management of special needs or problems.**
- **All messages can be marked by priority and will be documented by date and time stamp. If messages are not responded to in a timely fashion they will automatically escalate to the next level of management so efficient responsiveness is ensured.**
- **This will allow immediate contact whether management is on or off site and will allow for quick responsiveness. This information will also be made available to upper management so that they may be able to track the effectiveness of their management personnel and review the handling and resolution of current client issues.**



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Accessibility

- Instant messaging



CleanTelligent Client Notification

Dane Laverty from **Boyer Company** has **SUBMITTED** the following NEW message:

Client:	Boyer Company
Service Location:	Boyer Company Offices
Subject:	No Toilet Paper

Message: **Date:** February 26, 2007 09:23 PM

Hi. There is no toilet tissue in the men's restroom on the 1st floor.

Please choose one of the **actions** below:

[+ Reply](#) [+ View](#)



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Accessibility

- Immediate responses



CleanTelligent Client Notification

Michael Jenkins from CleanBrain Software, Inc. has **REPLIED** to the following message:

Client: Boyer Company
Service Location: Boyer Company Offices
Subject: No Toilet Paper

Message: **Date:** February 26, 2007 09:26 PM
Hi. We will take care of it asap.

Message History

Author: Dane Laverty - Boyer Company **Date:** February 26, 2007 09:23 PM
Hi. There is no toilet tissue in the men's restroom on the 1st floor.

Please choose one of the **actions** below:

[Reply](#) [View](#)



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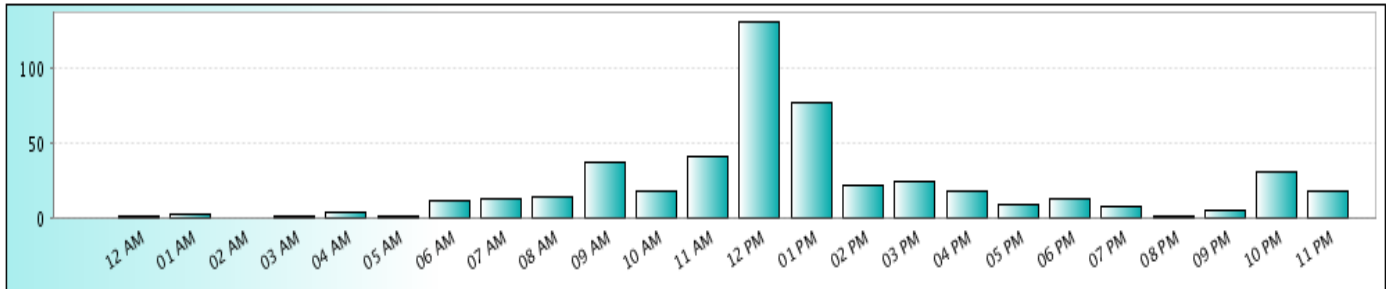
Employee Training

- **Having the ability to look at performance over longer periods of time will allow SMG upper level management to highlight problems and effectively spend time training in those areas.**
- **The ability to pinpoint days and times where issues have occurred will help to target specific employees who might not comply with company cleaning standards and may need retraining or replacement.**
- **This will enable SMG to cut down on both time and money that is spent on the areas of training. This will manifest itself in time efficiency, overall cost reduction and a faster more direct impact in the overall cleanliness of your building.**

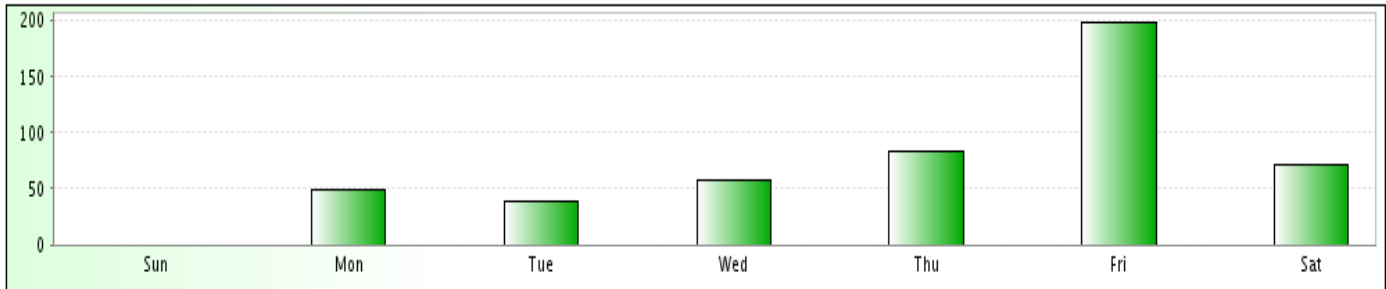
Employee Training

- Data Tracking of Issues/Complaints

Issues by Time



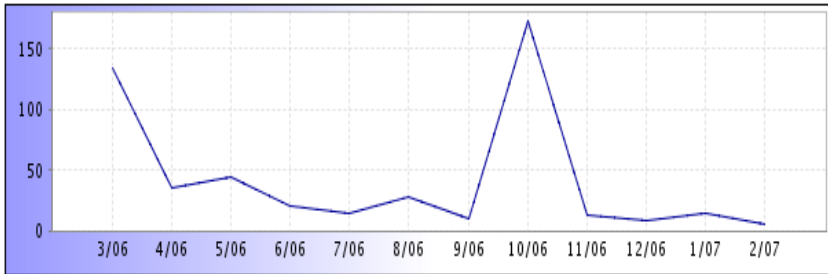
Issues by Day of Week



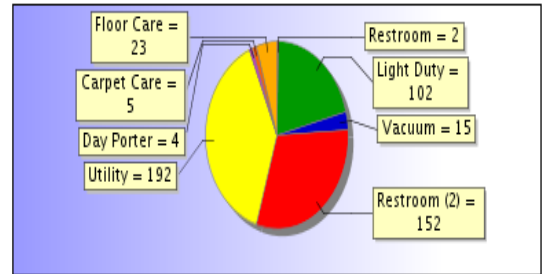
Employee Training

- Data Tracking of Issues/Complaints

Issues by Month'

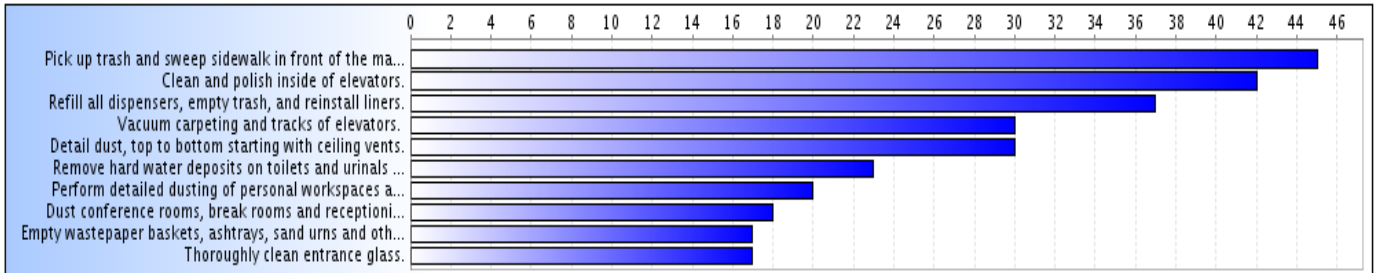


Issues by Function



* For large date ranges, some months may not be displayed. Data for undisplayed months is included in the next displayed month, e.g. If the chart lists 3/06 and then 6/06, the data for 4/06 and 5/06 will be added to 6/06.

Top 10 Issues by Service





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Employee Training

- **Easy to Use and Implement**
 - Facility managers will receive an icon on their desktop, a username and password.
 - Facility managers can easily link to the login website.
 - Within seconds clients can submit information or messages to SMG.
 - Clients have a quick and easy way to document information.
 - SMG is immediately notified of documented information.
 - Client receives timely responses to their logged messages.
 - SMG can analyze graphs/reports to hold others accountable and improve internal training.



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Customer Satisfaction

- **SMG is dedicated to continuously providing the highest levels of satisfaction for our clients.**
- **By utilizing the CleanTelligent System, SMG is offering an online tracking system that measures our overall performance against what we said we would do.**
- **This ensures that we are held accountable, improves our accessibility and allows us to train our employees effectively.**
- **The end result is that we continue to build on our existing and future relationships while we provide excellent customer satisfaction.**