

*ServiceLink*  
Powered By CleanTelligent<sup>®</sup>  
Software

# *A Powerful System for your Janitorial Business*

*ServiceMASTER*  
*Clean*  
SM

- ▶ Streamline Your Operations
- ▶ Increase Your Productivity
- ▶ Increase Your Client Retention
- ▶ Increase Brand Awareness
- ▶ Increase Sales

ServiceMaster Clean has entered into an agreement with CleanTelligent to customize an already successful software into a proprietary software for ServiceMaster franchise owners.

- ▶ Fifteen year old company
- ▶ Over 7500 users
- ▶ International in scope
- ▶ Leading software tool in the industry

# ServiceLink

Powered By CleanTelligent<sup>SM</sup> Software



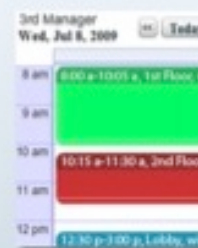
Inspections



Tracking



Communication



Job Scheduling



News & Events

### More Than Just Inspection Software

Companies using CleanTelligent have reported

- Increased Revenue
- Reduced Costs
- Improved Customer Satisfaction

more than with any other Janitorial Software on the Market.  
Join us for a **FREE Webinar** to see for yourself.

Web Demo

Pricing

"CleanTelligent is revolutionary to the cleaning industry."

- Mark D. Moninger,  
St. Motz Building Services

- ▶ Supervisors can order supplies from the janitors closet.
- ▶ Inspections can be performed and sent to stakeholders from the account.
- ▶ Customer can click on a SMC desktop icon and send you a communication.
- ▶ Communication is captured to the client's permanent record and automatically routed to the accountable person.
- ▶ Communication is escalated to management attention if not responded to.
- ▶ You can drag and drop tasks into a work schedule for employees.
- ▶ Mass emails can be sent to customers, prospects and employees and captured to their respective records.
- ▶ You can run reports to track trends.

- ▶ Permission Based
- ▶ Branded
- ▶ Customizable
- ▶ Web Based
- ▶ Supported on mobile devices

## Protect accounts from the competition!

- ▶ More personal attention through ServiceLink
- ▶ Desktop Branding - you are always there
- ▶ Team Service vs Individual Service
- ▶ Negative to Positive Perception
- ▶ Focus on the positive
- ▶ Strategically reminding customers how great ServiceMaster Clean is!

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## *System Benefits*

Increased Franchisee Success PLUS  
Increased Client Retention PLUS  
Increased Sales  
EQUALS.....

# GROWTH!

*ServiceMASTER*  
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SM





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Customer Presentation

***WHAT IF YOU COULD TELL  
PROSPECTS THIS?...***

*Service*MASTER  
Clean<sup>SM</sup>



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Software

ServiceMaster Clean Presents

# ***EFFECTIVE QUALITY CONTROL***



*Service*MASTER  
Clean<sup>SM</sup>

## *Is your current cleaning contract just words on paper?*

- ▶ How do you know your building is clean?
- ▶ How do you know that the services in your contract are being performed?
- ▶ How do you know if you're getting real value for the price you're paying?

YOU DON'T REALLY KNOW UNLESS YOU HAVE PROOF.

## *Proof: Through Effective Quality Control*

- ▶ Know that services will be completed as outlined
- ▶ Easily submit messages that are documented
- ▶ Receive customer service that exceeds your expectations
- ▶ Consistently get a cleaner building for what you are paying

*We input and document the services from our contract into ServiceLink*

<b>Office</b>	
Empty trash and replace liner as needed	Each Visit
Spot clean desks and horizontal surfaces	Each Visit
High dust w/Dust Wand® over 70"	Monthly
Low dust w/ Dust Wand® under 30"	Monthly
Traffic lane vacuum	2 x per Week
Complete wall to wall vacuum	Weekly
Sanitize telephones	Each Visit
Blinds (Mini or Venetian) - Dust with Dust Wand®	Monthly
Dust desks/workstations w/ Dust Wand®	Each Visit
Detail vacuum - Only corners and edges	Monthly
Spot clean walls, facings, push plates	Each Visit
<b>Corridors</b>	
Dust horizontal surfaces w/ Dust Wand®	Each Visit
Complete wall to wall vacuum	Weekly
Traffic lane vacuum	2 x per Week
High dust w/ Dust Wand® over 70"	Monthly
Low dust w/ Dust Wand® under 30"	Monthly
Spot clean walls, facings, push plates	Each Visit
Detail vacuum - Only corners and edges	Weekly



We inspect those services to make sure they are performed to above-industry standards.

Inspection results are available for review so you can see that we are honoring our contract.

**Inspection Details** [Expand All](#) - [Collapse All](#) [▶ Inspection Legend](#)

Group By:   Show Tracking Item Details

### 1st Floor - Offices, Lobby

**Service Items:**

100% <input type="checkbox"/>	Empty wastepaper baskets, ashtrays, sand urns and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Spot clean door and partition glass, desks, counters and tables.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Clean carpet spots smaller than one square foot.	Offices - 5XW - General Cleaning
50% <input type="checkbox"/>	Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.	Offices - 5XW - General Cleaning
0% <input type="checkbox"/>	Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Sweep/vacuum and spot mop stairwells.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Sweep/vacuum and then damp mop hard surface floors.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.	Offices - 5XW - General Cleaning
100% <input type="checkbox"/>	Vacuum under desks and tables if necessary.	Offices - 5XW - General Cleaning

**1st Floor - Offices, Lobby Score:**

Service Detail Score:

*All work is scheduled based on the areas and frequencies specified in the contract.*

<b>Carpeted Office/Waiting Area</b>	
Empty trash and replace liner as needed	Each Visit
Spot clean desks/workstations	Each Visit
High dust over 70"	Quarterly
Low dust under 30"	Quarterly
Spot Vacuum	Each Visit
Complete wall to wall vacuum	Monthly
Vacuum Blinds	Monthly
Spot clean walls	Each Visit
Damp clean telephones	Each Visit
Dust desks/workstations w/Dust Wand	Each Visit
Clean entry/reception glass	Each Visit



*Detailed job schedules ensure that all services are completed as promised.*



**Locations**

Expand All  
 Collapse All

- ▼ 1st Floor
  - ▼ Offices, Lobby
    - Empty wastepaper baskets, asht
    - Spot clean door and partition gla
    - Dust conference rooms, break ro
    - Clean drinking fountains. Remov
    - Clean carpet spots smaller than
    - Vacuum all carpet in common ar
    - Vacuum under desks and tables
    - Sweep/vacuum and then damp m
    - Sweep/vacuum and spot mop st
    - Reposition all furniture correctly

3rd Manager



Wed, Sep 1, 2010



Time	Task
7 am	6:44 a-8:07 a Zion's Bank; 1st Floor; Offices, Lobby; Empty wastepaper baskets, ashtrays, sand um 1. Empty wastepaper baskets, ashtrays, sand ums and other receptacles; damp wipe or wash if ne
8 am	8:10 a-9:05 a Zion's Bank; 1st Floor; Offices, Lobby; Spot clean door and partition glass, desks, co 1. Spot clean door and partition glass, desks, counters and tables.
9 am	9:08 a-10:31 a Zion's Bank; 1st Floor; Offices, Lobby; Dust conference rooms, break rooms and re 1. Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary
10 am	10:32 a-11:26 a Zion's Bank; 1st Floor; Offices, Lobby; Clean drinking fountains. Remove hard wat 1. Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.
11 am	11:27 a-1:10 p Zion's Bank; 1st Floor; Offices, Lobby; Sweep/vacuum and then damp mop hard su 1. Sweep/vacuum and then damp mop hard surface floors.
12 pm	
1 pm	1:11 p-2:56 p Zion's Bank; 1st Floor; Offices, Lobby; Sweep/vacuum and spot mop stairwells. 1. Sweep/vacuum and spot mop stairwells.

*Submit any issues using your current email system or submit directly into ServiceLink.*



Welcome [Inbox](#) | [New Message](#)

**Dane Laverty**

**✉ New Message**

[← Back](#)   [Submit →](#)

### Message Information

Required

Service Location:	<input type="text" value="• Select Service Location •"/>
Priority:	<input type="radio"/> None <input type="radio"/> Urgent <input checked="" type="radio"/> To do ASAP
Subject:	<input type="text" value="TP"/>
Message:	<div> No toilet paper in men's restroom, 1st floor</div>
Attach Files:	<input type="text"/> <input type="button" value="Browse..."/> <a href="#">Upload</a>

*Note: You must click on "Upload" before clicking on "Submit" to attach a file to this message.*

[← Back](#)   [Submit →](#)



*All responsible personnel are immediately notified and if the request does not receive a prompt response, management is notified.*

**ServiceMASTER**  
**Clean**<sup>SM</sup>

*The clean you expect.  
The service you deserve.*

### ServiceLink 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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# Communication

*We respond to your message and updates are logged as progress is made.*

**ServiceMASTER**  
**Clean**

*The clean you expect.  
The service you deserve.*

### ServiceLink Client Notification

**Michael Jenkins** from ServiceLink has **REPLIED** to the following message:

**Client:** Boyer Company  
**Service Location:** Boyer Company Offices  
**Subject:** RE: No Tp

**Message:** I Date: December 20, 2007 09:44 PM

Taken care of. Thanks for letting us know!

### **Message History**

**Author:** Dane Laverty - Boyer Company  
There is no TP in the restroom.

Date: December 20, 2007 09:30 PM

TO REPLY TO THIS MESSAGE:

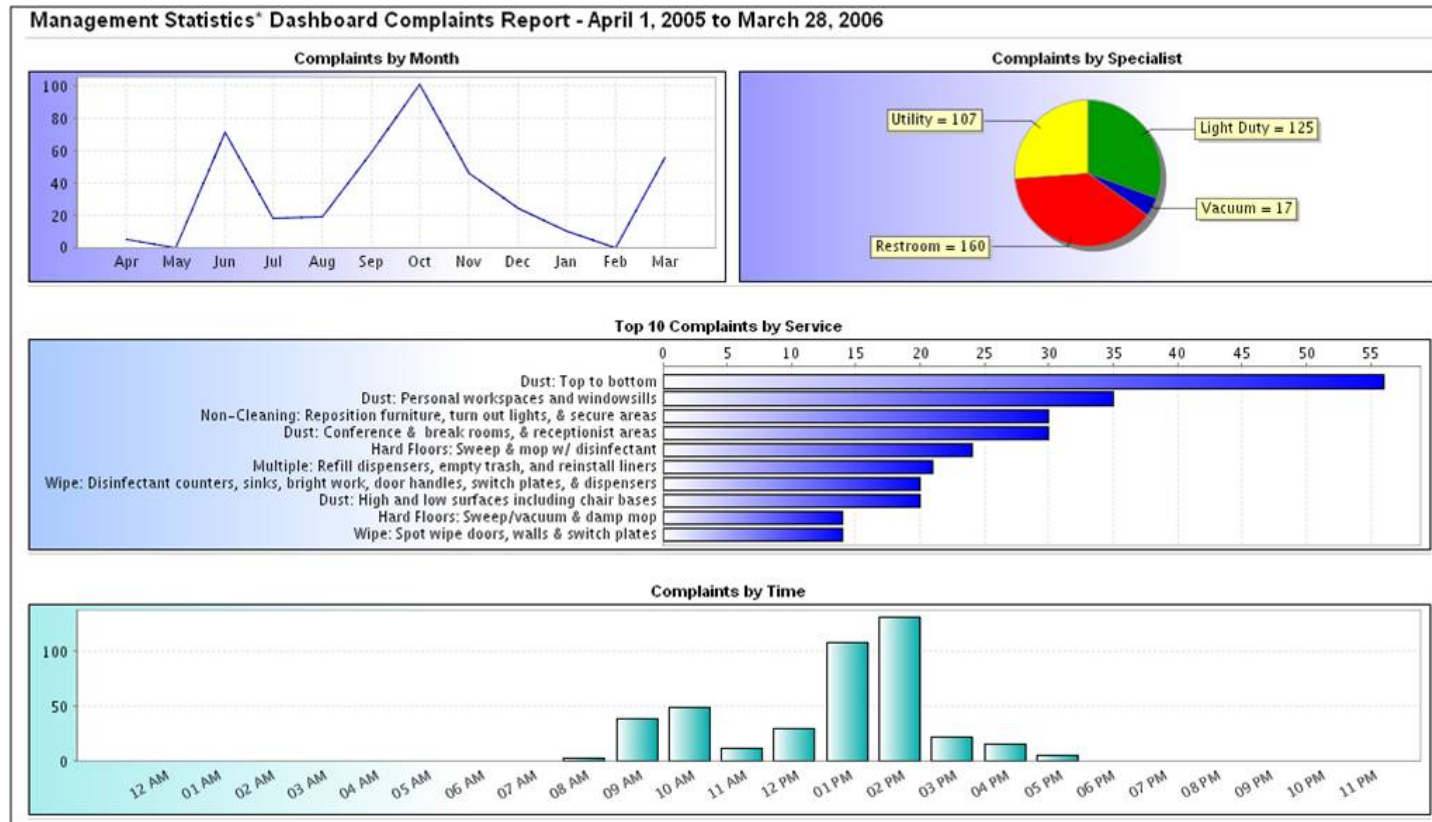
A. Click on links below

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

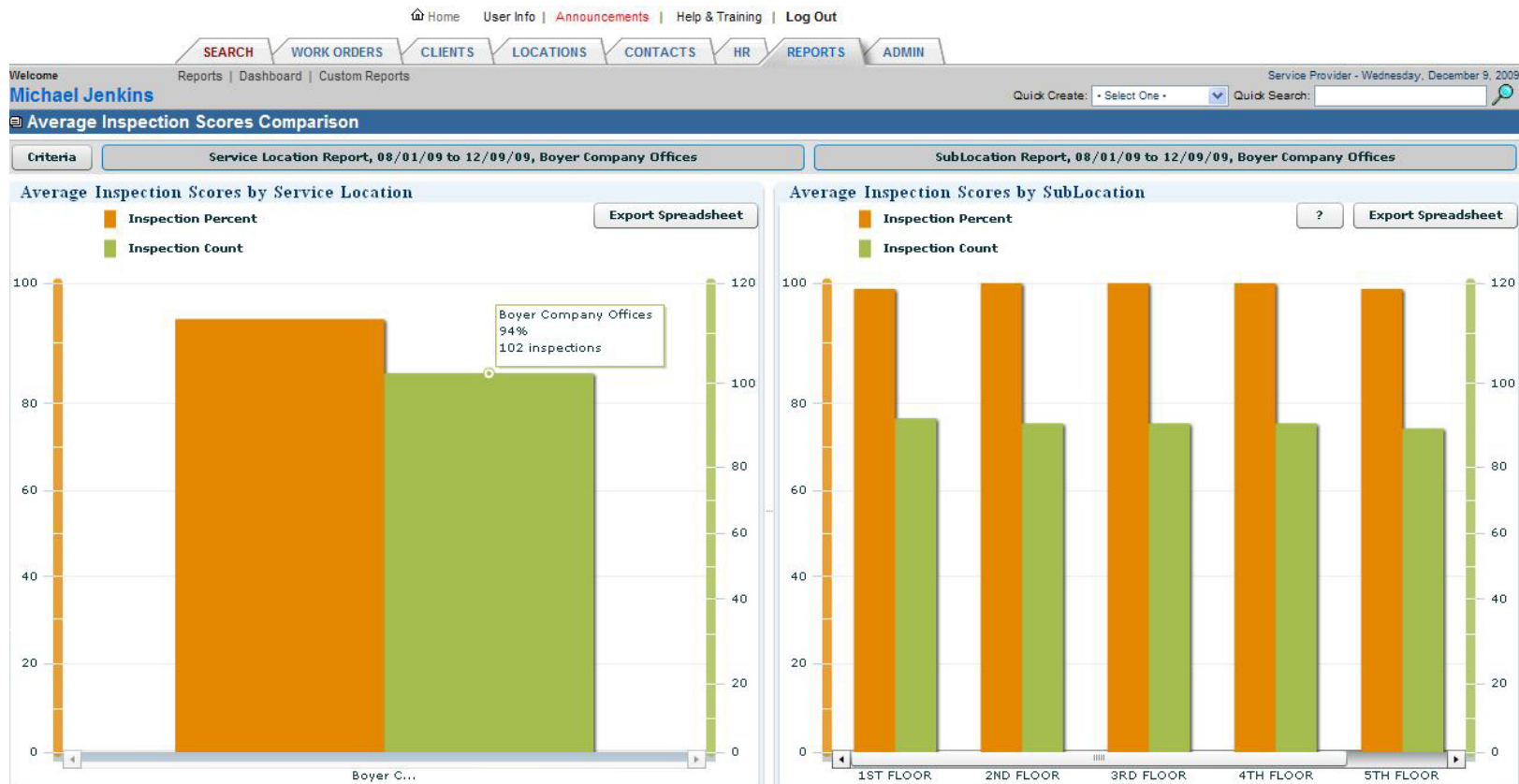
**ServiceMASTER**  
**Clean**  
SM



*Performance reports help us increase accountability and improve staff training.*

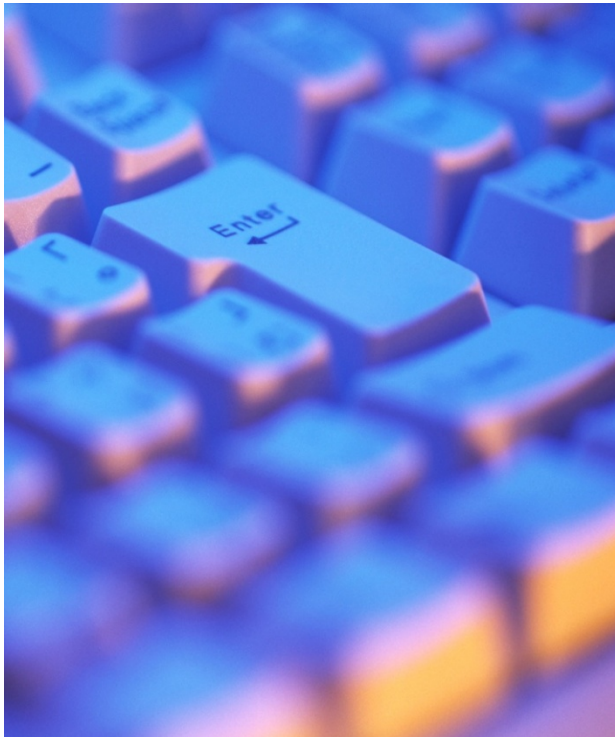


*View average inspection scores to know that you are getting real value for the price.*



## *With Effective Quality Control you can KNOW...*

- ▶ Services are completed as contracted
- ▶ Your messages are documented and responded to quickly
- ▶ You receive customer service that exceeds your expectations
- ▶ You consistently get a cleaner building for what you are paying



- ▶ You receive a username and password
- ▶ You can have a desktop icon linking to the website login
- ▶ Easily submit and retrieve information within seconds
- ▶ All data is secure and encrypted



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# *ServiceMASTER* *Clean* SM

***We Are Committed To Providing  
Exceptional Customer Service.***

*ServiceMASTER*  
*Clean*  
SM



*ServiceLink*  
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Software

Cost for the Franchisee

# ***BUDGET & SUPPORT***



*ServiceMASTER*  
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- ▶ Software is supported by CleanTelligent
- ▶ CleanTelligent will set up your company in the software
- ▶ CleanTelligent provides webinars and other training at no additional cost

- ▶ What would it cost me if I were Jack-in-the-Box- Cleaning services? I am a member of ISSA. Do I get a discount?
  - Set up fee of up to \$6500 (minus 10% ISSA discount)
  - Minimum of 3 users at \$75 per user
  - When Jack reaches 6 users fee drops to \$50 per user (\$300 per month)
  - For 11 users Jack will pay \$35 per user (\$385 per month)
  - For 15 users Jack will pay \$525 per month.

## **Cost to ServiceMaster Clean Franchisees**

No Setup Fee

**Basic Fee**

**\$225 per month**

Each User after 10: \$20 per month per user

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***CLICK THE LOGO TO SIGN UP TODAY!***

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