



St. Moritz Building Services, Inc.

Janitorial and Related Services

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CleanTelligent Software

Dear Michael,

In 2007, we completed the acquisition of FMI Services Group, adding all of their accounts to St. Moritz Building Services Inc's portfolio. We provide consistent high-quality janitorial and related services for over 25 million square feet of property throughout Western and Central Pennsylvania, Maryland, North Carolina, South Carolina, Georgia and Florida. Along with the purchase of FMI came your outstanding web based software program, CleanTelligent.

CleanTelligent has given us the tool to easily meet St. Moritz's Vision which is to be the regional leader in highest quality, cost-efficient building cleaning by providing exceptional customer service and quality management solutions to our clients. CleanTelligent is all about customer service and quality control.

Customer Service – Communication is so important in our industry, especially for larger companies. As we grow, CleanTelligent gives us the ability to offer personal attention to all of our customers. FMI saved a \$1.4 million dollar contract with CleanTelligent. We still service that account today, and they still use CleanTelligent. With CleanTelligent, our clients can easily login and submit messages and work orders to us. We can easily respond from our blackberry phones. Everything is documented and everything is tracked.

Quality Control – The #1 thing I like about CleanTelligent is that our clients can easily login to CleanTelligent to view our quality control inspections. With CleanTelligent, our clients know that we are performing and meeting our commitments! CleanTelligent inspections are so simple but yet so detailed, and all details are tracked accordingly for easy review and completion. With CleanTelligent, we control and improve quality.

Sales Tool – With CleanTelligent, we have a better chance of winning bids. Potential clients see the benefits, making us a better choice. The value of using CleanTelligent to win bids, and all of the bids we have won because of CleanTelligent, certainly pays for the cost of using CleanTelligent – with these results alone, there really is no cost of using CleanTelligent.

Increase in Productivity – Everyone at St. Moritz that is involved in customer service, quality control, management and providing services is more effective because of CleanTelligent. With CleanTelligent, we are more effective with our time.

I personally want to thank you and your company for creating this software. CleanTelligent is revolutionary to the service industry. I recommend CleanTelligent to anyone that is not my competitor. And thank you for the incredible customer service you provide us! You and your people are always there to assist us.

Sincerely yours,

Mark D. Moninger
President