



Goodwill

Industries of Kentucky

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April 5, 2008

Dear Michael,

Thank you for the powerful, effective software that helps us better manage our cleaning operations for government facilities. CleanTelligent has increased our productivity *and* customer satisfaction.

CleanTelligent satisfies our customers. CleanTelligent helps us satisfy the needs of the Government Services Administration (GSA), which manages the facilities we clean. GSA and building tenants use CleanTelligent to easily communicate requests to us, even future events, so we can respond, manage and plan effectively. **We use graphs and reports from CleanTelligent in our GSA meetings to review performance and responsiveness. GSA loves CleanTelligent.**

CleanTelligent keeps our buildings clean. With CleanTelligent's inspection software, it is easy for us to follow up on cleaning performance. Our inspectors use CleanTelligent to perform detailed inspections room by room on their handheld devices (PDAs). Results are used to train employees and hold them accountable for their cleaning responsibilities. Inspectors can then easily check to make sure the employee has corrected any problem areas and report to upper management.

CleanTelligent makes it easy to manage. With graphs and analysis in CleanTelligent, Goodwill of Kentucky management can quickly and easily drill down to the root cause of any issue or any area in our buildings. We can address those areas that need attention immediately and take corrective action for the future. We also use CleanTelligent to immediately know if we have responded to a GSA/Tenant request, how quickly we responded, whether we have completed the request or not, and how we have taken care of the request. There is no guess work – everything is documented in CleanTelligent for easy review.

With CleanTelligent, we get more accomplished. Since implementing CleanTelligent, we have seen an increase in employee productivity, and management time is more focused. Our tenant areas are cleaner and our clients are pleased with being able to convey requests and get resolution.

We started using CleanTelligent out of a need to save a GSA account. With CleanTelligent, requests are acted upon in a timely manner. The CleanTelligent team has been very responsive to our needs, glad to help us with any questions we have had. Their on-site training was thorough and fun, giving us a great head start in making the software a part of our organization. We certainly recommend CleanTelligent to any CRP looking for a powerful business software solution.

Sincerely,

Marsha Berry
Vice-President

Creating jobs, changing lives

Goodwill Industries of Kentucky is a 501(c) (3) organization.

Thank You!