



CleanTelligent Software  
460 N. University Ave., #203  
Provo, Utah 84601

Dear Mike,

As you know, I own a master franchise of Anago, one of the fastest growing commercial cleaning franchises in America today. Anago has high standards of quality and excellence. We are a company that does things differently than the norm – making us better than our competition. Not all janitorial companies are the same. CleanTelligent, your online tracking software, sets us apart from our competition, giving us and our Franchisees the competitive edge over our competition.

We have been using CleanTelligent since September 2007 and have seen some incredible results from our use of it. The number one result I have seen is the fabulous ability CleanTelligent gives us to obtain new business. CleanTelligent is one of the main reasons why several businesses sign up with Anago of Chicago. And the main reason for that is the robust yet simple way CleanTelligent facilitates communication between our clients and us. Our clients can easily submit messages/work orders to us. They know we know about it. We can respond quickly to their request from in or outside our office. And we can track issues so we can improve performance. We have won several accounts with the help of CleanTelligent – one recently was around \$17,000 per month, and we are currently working on one that is over \$50,000 per month. With CleanTelligent we can easily manage any size of facility and track performance.

Not only does CleanTelligent help us win new business, but it also increases the productivity of our staff. Our operations personnel perform electronic inspections out in the field with CleanTelligent. They are done in real time and create a record to follow up on. As soon as an inspection is performed, I immediately get an email that it has been done along with the results. I can see if the inspection was up to standard and if not, CleanTelligent provides a trail to follow to make sure everything gets corrected. CleanTelligent Inspections stop potential problems with our clients. The productivity of our operations personnel has increased by 25% - 30% through their use of CleanTelligent. With CleanTelligent, there is less paper work to fill out and my operations personnel don't have to come back to the office as often. The investment of CleanTelligent is well worth it.

There are several features of CleanTelligent that we have not started to use, but plan on implementing. One of them is the client surveys. We have certain standards that we monitor that give Anago the reputation it stands for. Each Franchisee is required to get performance reviews from the clients they service. We plan to automate these performance reviews with the use of client surveys in CleanTelligent, thus giving us electronic documentation that can be tracked, and saving us time.

Thank you for your continued support and all of the new features. Your personal attention and customer service has made our use of CleanTelligent a wonderful and valuable experience for us. Feel free to use the information in this letter in your advertising.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tim Conn", is written over a horizontal line.

Tim Conn  
Director of Operations  
Anago Chicago