

Letter From Scott Crennan, CEO

In 2004, myself and Robyn Butler, CFO and co-founder, came together to launch a company that would change how retail maintenance and cleaning companies should operate. We combined our talents and 25 years of experience and created a company that offers high quality, all inclusive interior maintenance services to the retail industry with a few added features — integrity, reliability and professionalism. Through this mission, we perfect the balance of maintenance and ensure superior service is always provided.

Over the past 9 years, we have strived to become the best full-service interior maintenance company in the country. With the help of our staff, service partners and most importantly our clients, this goal has been achieved. Our hard work and dedication has led us to enjoy vast growth and we continue to adapt with and accommodate the expanding needs of our clients.

Our focus is on client satisfaction and excellent service 24/7.

Perfecting the Balance of MaintenanceSM

Solutions Management, Inc. (SMI) strives to achieve perfection in the retail and corporate maintenance industry. We recognize there is an optimal balance of resources and objectives, and we continually finesse that balance for our partners. The culture of SMI is dedicated to Perfecting the Balance of Maintenance for each and every client.

We believe in helping our customers by providing them low-stress and intelligent solutions, allowing them to focus on other priorities. With up-to-date individualized planning, budgeting, maintenance, and scheduling, SMI develops a solution that is unique and will always give our clients the personal attention they deserve.

SMI has spent years developing long-lasting vendor relationships and not only recognizes

their value, but considers them “service partners.” We believe in taking care of each of our service partners nationwide. Through our team approach, fair price negotiations, and rapid payment system, our service partners return the respect by providing superior work for SMI clients.

A testament to SMI’s success is our high client retention rate and continued growth, achieved almost exclusively through reputation and referrals. By Perfecting the Balance of Maintenance, we continue to form strong partnerships with retailers and corporations across the nation.

With 100% satisfaction guarantee and 24/7 availability, SMI clients can rest assured knowing their stores are in good hands! We look forward to working with you!

Be Prepared for Allergy Season

If you're suffering from awful allergies this year, you're not alone. Pollen count trends over the past two decades indicate that allergy season is only getting longer each year. This trend makes it all the more critical to ensure that your business is doing everything it can to counteract the factors that can plague your allergy-suffering customers and employees—from dusting, to floor sweeping and mold remediation. Nipping these problem areas in the bud makes for healthier employees and happier customers.

We understand the task of getting your stores ready can be daunting, so contact SMI for all your interior maintenance needs. We are the leading Interior Maintenance Service (IMS) company in the country and have numerous years of experience perfecting the balance of maintenance.

Floor Maintenance Tips

Carpet is a magnet for allergens such as dust mites, pet dander, and mold spores. To reduce the allergens found in your carpets this season, follow these easy tips:

- When steaming your carpets, be sure the steamer is set at 180 degrees.
- When hiring a professional, make sure they are Green Seal approved.
- Regularly vacuum floors to prevent dirt and dust from accumulating.
- Keep a doormat by all entrances to capture dirt before entering.
- Use area rugs in heavily traveled areas that can be easily cleaned.

For each and every client, we provide quality, reliable maintenance services to ensure a clean and healthy environment by:



Providing floor care for every surface



Dusting in hard to reach and hidden places



Determining appropriate frequency and scope of janitorial services



Servicing interior, exterior, and awning glass



Eliminating any presence of mold growth

With our exceptional services, you can be sure your retail store will be ready for your staff and customers!



Value in Services

In our continued effort to offer high quality service to our clients, we gave our clients an opportunity to participate in a satisfaction survey. This survey enabled clients to share their experience with SMI and reveal any areas of suggested improvements—all to a third party research group.

The survey focused on level of satisfaction, ratings for various aspects of service, competitive comparisons, communication quality and frequency, and the value of their relationship with SMI.

Many of our valued customers participated in the survey, and calls were made in late 2012 through early 2013.

Although this was great news, we recognize that there is always room for improvement—we heard your thoughts and concerns as well. In order to better serve you, we are building initiatives to act on the following suggestions:

- **Developing a method of regular communication with clients and prospects to keep them up-to-date on what is new and exciting with SMI, relevant to your businesses.**
- **Setting benchmark standards and contractor expectations for service response times.**

Survey Highlights

- Likelihood of renewal with SMI is at 100%—87% extremely likely and 13% likely.
- The great value that clients placed on their relationship with SMI was attributed to SMI's friendly staff, quick responsiveness to handle their requests, and dedication to customer service.
- 100% of clients reported being satisfied with their overall experience with SMI—60% were extremely satisfied and 40% were satisfied.

- Clients repeatedly touted SMI's organizational structure, office responsiveness and timeliness and accuracy of communication—indicating these factors exceed their experiences with prior Interior Maintenance Services (IMS) providers.
- Clients indicated numerous benefits of working with SMI: responsive, efficient, and streamlined processes; hassle-free, quality service; reduced need for in-house staff; less paperwork; access to flex resources to respond to variable levels of service requests; and, elimination of vetting, establishing and maintaining crew relationships. All of which enable our clients to focus their human resource capital on revenue generating activities.

SMI is dedicated to maintaining 100% customer satisfaction and loyalty! We are appreciative of our clients for providing feedback. We look forward

to continuing to help companies exceed their Interior Maintenance Services (IMS) goals and work towards ***Perfecting the Balance of Maintenance in 2013.***

on the move

**PRSM
Mid-Year 2013**

October 8th-10th
Hartford, CT

**PRSM
National 2014**

April 9th-11th
Orlando, FL

***Proud Sponsor of the
Quogue Wildlife Refuge 2013***

July 20th
Quogue, NY

EMERGENCY SERVICES



The Ultimate Wet Vac!

Emergency Services

Emergency services can range from post-fire restoration, flood emergency and water extraction, hurricane disaster recovery and mold remediation. SMI has a well of trusted and experienced sources, available around-the-clock, that can act quickly and efficiently for whatever your distress may be.



SMISM
solutions management SMI
138 Montauk Highway
East Moriches, New York 11940

United States
Postage
PAID
#123

Perfecting the Balance of MaintenanceSM