

ESMDispatch

A Publication for the Best Facility Managers in the Country!



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Customer Reporting the DENTCO Way



New & Improved Website Announced



HR News



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To learn more about the products and services we provide, contact DENTCO today.

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DENTCO
EXTERIOR SERVICES MANAGEMENT®

Letter from Kevin Dent

Greetings & Happy Holidays!

I hope you enjoyed a wonderful Thanksgiving with your families! It is hard to believe another year is coming to a close. During this time, let us not forget about the servicemen and women who protect our freedom this holiday season and always!

As I pen these thoughts, most of us have yet to receive accumulating snow in our areas. With freezing temperatures and frosty white mornings, I imagine we will experience our first winter storm in the coming weeks or months. Only Mother Nature knows what is in store for us this season.

We typically know how much snowfall we can count on each winter. Then there are exceptions, areas that far exceed their averages like the mid-Atlantic did last winter. When these record-breaking storms hit, prior logistical planning will ensure superior service to your locations.

DENTCO is responsible for managing your exterior assets. Our Contractor Partner network is committed to providing customers with the best service possible to ensure our customers' needs are met. At DENTCO, our Contractor Partners (CPs) are not exclusive; they run independent businesses. The most important element to any Exterior Services Management (ESM) model is the relationship between the ESM company and contractors throughout the country. We know from experience that CPs who display positive attitudes provide the best level of service to our customers. I am proud to say that DENTCO's CP culture is the best in the industry. To honor our CPs, we have developed a new Web page. We would like to ask that you take a moment to view this page, to learn more about our CPs and the exceptional service that each of them provides, by visiting www.dentco.com.

The DENTCO team wishes you and your family a safe and joyous holiday season, and a great start to 2011! If we have not had the opportunity to meet, I look forward to doing so in the future!

Sincerely,

Kevin Dent

New Year, New Website



DENTCO would like to announce the arrival of our new website! With the New Year quickly approaching, we thought it would be a good time to give the site a modern look to accommodate our customers and Contractor Partners.

While designing the new site, our number one objective was ease of use. Through our fresh, modernized look, we have achieved that goal. The new site is easy to navigate and allows access to a variety of content that has been further developed to provide a better understanding of the services and products DENTCO provides.

In an era where technology is continually evolving, it was necessary to update the site to give it a sleeker look. Last year we developed our very own Evolution site to mirror the 2010 DENTCO viral video campaign, the *Evolution of Exteriors*. The Evolution site was our inspiration when creating the new main site.

We encourage you to browse through our new website by visiting www.dentco.com. While you're there, we also ask that you check us out on Facebook (FB) and provide us with your feedback. Through our FB account, you will have access to the most up-to-date information on the #1 ESM company in the industry, DENTCO.

New Information Systems Manager Joins DENTCO Team

DENTCO would like to announce the hiring of Tim Decker to serve as Information Systems Manager. Decker will be responsible for a variety of projects with DENTCO, but will focus primarily on managing customer and employee support of our proprietary software program, Enterprise Quality Manager (EQM). EQM is the custom-built Web-based technology application that DENTCO designed for the exterior service industry. It enables DENTCO to provide clients with the most up-to-date property information from virtually anywhere an Internet connection exists. In addition to the EQM, Decker will oversee our future roll-out of the new .NET operating platform. The .NET platform will be implemented to enhance our current online reporting. Once again, we would like to welcome Tim to the DENTCO family and look forward to working with him.

DENTCO Claims Third Consecutive Award for 2010 Campaign



DENTCO continues to receive accolades for their 2010 broadcast campaign *Evolution of Exteriors*.

This past month, MarCom Awards announced a small percentage of prestigious winners, with DENTCO being honored as a Gold Award recipient. This is the third consecutive award DENTCO has received for their 2010 viral campaign.

MarCom received nearly 5,000 entries from throughout the United States and several foreign countries for the annual competition. The Gold Award is presented to those entries judged to exceed the high standards of the industry norm. Only 18 percent of the entrants were recognized as Gold Winners.

To view or share a three time award-winning *Evolution of Exteriors* video with your co-workers, family or friends, visit www.dentco.com/evolution.



5 Tips to Remember During Snow and Ice Season

During a harsh winter, snow and ice removal can be devastating to your properties, especially if you are not well organized or prepared. Below we have outlined a few bullet points to remember when planning for the snow and ice season.

1. Be aware of timing and plan ahead.
2. Inform your ESM team of any potential snow and ice removal needs in advance.
3. Inform your ESM team of any unique specifications that your facilities may require.
4. Track weather conditions, survey sites and take preventative measures.
5. Assess the safety requirements of your facilities.

By following the steps above, you will have peace of mind knowing that your facilities will be prepared for whatever Mother Nature throws your way.



Upcoming Events

RFMA 2011

February 6-8, 2011

Long Beach Convention Center

Long Beach, CA
Booth #922

PRSM 2011

April 3-5, 2011

Nashville Convention Center

Nashville, TN
Booth #1025

SPECS 2011

March 13-16, 2011

Gaylord Texan Grapevine, TX

Booth #627



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our new
video!

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DENTCO Management Services:

Exterior Services Management (ESM)
Exterior Asset Inventory

Dark Properties
Parking Lot Maintenance

Snow & Ice Removal
Complete Landscape