

Desktop Mowing

Desktop Plowing

Desktop Striping

Desktop Irrigation



TRADE SHOW SCHEDULE:

PRSM SHOW 2006
April 9-11, 2006
Walt Disney World Swan and Dolphin Resort
Orlando, Florida
Booth #1003

DENTCO® Corporate

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DENTCO®

EXTERIOR SERVICES MANAGEMENT

LEADING THE NATION WITH MORE THAN 28 YEARS OF QUALITY ASSURANCE!

OUR MISSION

We deliver superior Exterior Services Management® and customer focused support.

Letter from Kevin Dent

As of this writing, there is still snow blanketing many areas of the nation. Yet according to the calendar, spring is officially just days away. The winter of 2005 - 2006 will be recorded as very mild in most areas, the temperatures will be above, and snow fall amounts below, annual averages. Winter roared in like a lion, and except for the "Blizzard of 2006", has been like a lamb since the New Year.

Here at DENTCO we are making the transition from winter to spring maintenance needs for many of your properties. We are performing snow damage audits of your exterior assets while preparing for spring cleaning to begin. Turf areas will be cleared of winter's debris, mulch installed, pre-emergent applied, irrigation systems activated and much more. What a wonderful time of year as everything begins to come back to life.

To better serve our customers DENTCO is pleased to announce four human resource realignments. DENTCO developed these new organization realignment positions to provide the necessary HR and organizational development strategies to build the workforce needed to support our clients' new business initiatives.

James Boxer, Custom Services Development Manager
James has extensive knowledge in horticultural and exterior services, and will be a vital asset to the DENTCO team. James will be responsible for accurately assessing and presenting Work Orders to customers including the scope of work and related pricing.

Angela Hills, Customer Alliance Representative (CAR)
Angela's primary responsibility is customer satisfaction, retention, and growth. Angela previously held the position of Dentco Customer Service Manager. Angela has the knowledge and customer focus to build excellent business relationships. We are excited to have her take on these new responsibilities.

Stephanie Hill, Customer Service Manager
Stephanie will have direct management responsibility for all Customer Service Coordinators and will manage all daily functions relative to customer service.

Jonathon Parker, Customer Service Coordinator
Jonathon has extensive experience in the customer service field by servicing United Airlines customers and Medicaid recipients within the state of Michigan.

We are very proud of our 100% customer retention in 2005 and are committed to delivering superior exterior services management and customer-focused support. The entire DENTCO team thanks you for your business.

Remember, take the time to "smell the flowers" and enjoy the changing of the seasons in your hometown!

Sincerely,
Kevin



2006 Spring A

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Navigating the Road to Success:

Signs of Spring

Red Light

Winter gives you and you're landscaping the red light and now that it is spring there is much to do. Inspections are key. This is an ideal time to assess damage and invest in repairs. Especially in snowy regions, where there may be damage to asphalt and other hard surfaces, aesthetic issues or hazards to safety created. Spring is also a good time to look for early signs of pest and/or infestation.

It's Go Time

The green light is here, spring has arrived and it's time to step on the gas. This is an industry where many facility managers are responsible for hundreds of retail stores, it is impossible to know all the details of the store's exteriors. An Exterior Assessment Inventory can give you the leading green. A professional EAI should include, at a minimum, an assessment of:

- The measurements and location of certain assets
- Lawn - Definition of lawn type (fine or rough), type of grass (warm or cool season) and measurement of square footage
- Fence Lines and Retaining Walls - Identification and measurement in linear feet
- Hedge Rows - Plant identification, measurement in linear feet and pruning specifications
- Irrigation - Documentation of the number of irrigation zones, clock location and manufacturer, and backflow positioning
- Seasonal Color/Flowers - Documentation of rotation schedules and square footage

It's essential to access the following conditions, repairing damages to asphalt, replanting and trimming of trees and pest management.

Asphalt and other hard surfaces, such as concrete, can be particularly affected by winter. The constant expanding and contracting can leave even a new parking lot looking cracked and damaged. It is crucial to repair damages to the asphalt areas before it escalates into much larger problem. Small problems can often be mended by sawing off the damaged area and replacing it with new or recycled/compacted asphalt paving.

This is an ideal time to assess damage and invest in repairs.

Once your hard surfaces are tended to there is still replanting, trimming and a variety of other things to be done. The trees may be damaged and plant material may be dead. Broken or aging trees can be a potential safety hazard and a parking lot liability if not addressed.

A third step to driving into spring is pest management. A professional can inspect all areas for infestations, including areas made difficult by building structure. Some examples of these specialty areas that

can increase the variety and number of pests are:

- "Back room" areas (such as storerooms) are popular entry points for rodents and insects.
- Buildings with inaccessible areas that are hard to sanitize (particularly those with false ceilings and floors) provide secure hiding places that give infestations a chance to grow unnoticed.

Understanding the composition and condition of your exterior assets could be the deciding factor in successfully maintaining your property and the safety of your valued customers through the season.

THE DRIVE OF TECHNOLOGY

Client Web Access Enhanced

DENTCO sets an innovative industry standard for Web site technology. This new redesign has a natural navigation that allows clients to access data more quickly than ever before. In addition to personalized navigation, this service offers enhanced tools for clients and provides advanced picture management to augment user navigation. Our extensive business information database powers the client Web-based section which feeds information directly to our clients so they may better manage their property portfolios. This service will also allow you to look up an inquiry quickly by date, service, or tracking number.

Below are a few of the new upgraded features that you'll find on our Web site.

Data Filtering and Sorting

- Filter and sort by various criteria, including your store number, Dentco's Geoloc, city, state, region, contact name and status.

Highlighting and Information Drill Downs

- Move your mouse over data fields and you will see a highlighter to guide you through the process. Accessing more information is only a click away by drilling down for greater detail.

Photo Management with Thumbnail View

- View more photos quickly with our new thumbnail view by not having to scroll through each photo individually. For a more detailed view, you can click on a photo for an enlarged version. We also still have the large photo option allowing for sequential viewing.

Inquiries at a Glance

- Look up an inquiry quickly by date, service, or even a customer tracking number. You can instantly see whether an inquiry is open or closed, and drill down for greater detail.

Navigation to Inspection Detail

- Instantly click into inspection detail by date to see the inspection summary and pictures. We have carried over the new thumbnail picture navigation to the inspection detail section.

Work Orders at a Glance

- Improved navigation for Work Orders allows you to drill down for more information. We now have the new thumbnail picture navigation added to work order pictures as well.

Direct Email Links to Contacts

- Contact your Customer Service Coordinator or Customer Alliance Representative directly by using email hyperlinks located on the header of the page.

DENTCO is proud to offer these enhancements to our clients. We hope you see value in these improvements and benefit toward better managing your exterior services. Thank you for your valued business!

Instantly click into inspection detail



QAM SPOTLIGHT

Geoffrey Neal - QAM, SC/NC/VA/WV - Geoffrey Neal, Quality Assurance Manager, will be celebrating his fifth service anniversary with DENTCO this year. Geoffrey currently manages quality assurance for all exterior services within South Carolina, North Carolina, West Virginia, and the majority of Virginia. So what makes this DENTCO QAM veteran so outstanding? In the simplest of terms, it is his attitude. Geoffrey's passion for horticulture and determination for superior service drive his daily performance. Geoffrey has a firsthand understanding of what challenges our Contractor Partners face when maintaining a property to spec. This QAM is a living example of DENTCO's Winning Statement, and we are very proud to be on the same team.

Welcome to Our Team!

Scott Poynter - QAM, FL - We are pleased to announce Scott as our new Florida QAM. Scott holds both a Bachelor of Science degree in Ornamental Horticulture and Landscape Design and a Bachelor of Arts degree in Political Science from the University of Tennessee.

Scott has six years of experience as an Associate Account Manager for one of the nation's leading landscape maintenance companies. He also has an additional four years of prior landscape design, installation and crew management experience.

