



THE SPEC SHEET

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ISP Painting, Inc.

www.isppainting.com

1.800.ISP.2613

A Step Above the Rest

ISP Project Tracking is Online and On-demand.

The ability to employ technology is critical to achieving and sustaining a competitive edge. It is the companies that are willing to invest resources to align technology with their business process that are quick to become leaders.

Steven Jobs, CEO - Apple Computers

When ISP Painting, Inc. first decided to offer their **services nationwide**, it was important that they would first need to address some of the obstacles they had seen competing contracting companies struggle with. They paid close attention to the complaints of clients in regards to the special considerations needed for making for multi-project, multi-state rollouts run smoothly. At the top of the client complaint list was a need for a better process to communicate and collaborate between all the team members associated with a national project. Equally important was the need for the contractor to have centralized document organization and be able to allow clients to access information on-demand.

ISP listened to clients' frustrations with slow process times, paperwork delays, accountability issues and standard practice deviations. Often these limitations would cause the client to pick up the slack. Customers were forced to assign dedicated personnel to manage projects. These individuals would need to painstakingly review a contractors' work on site and organize all the project details. Where was the customer service? Unfortunately, customer service was being pushed off onto the client as their responsibility. ISP knew that by developing a system that could streamline the complicated detailed project process, they could change this dynamic and **Take the "PAIN" out of PAINTING.**

With so much to take into consideration, the only available solution was to create a system from scratch. ISP needed to construct an online system that met all the unique requirements of both ISP as the painting contractor *and* the unique needs of their commercial clients. The first step was to invest in R&D. Since it's initial release in January, the ISP "Extranet" has improved business value, reduced operating costs, improved customer service and satisfaction and facilitated business growth. Benefits that continue to be well worth the development investment.

The "Extranet" focuses on centralized project management that handles requests, troubleshoots issues and organizes multiple projects. **Features of the "Extranet" Online Project Management allow for a more closely controlled customer and project management process.**

According to Katie Liszka, President of ISP, *"While other companies spend less time interacting with the customer and more time on operational activities, the ISP Extranet provides the time needed for us to develop and nurture a client relationship. It ensures that the client goals are being heard and results are being achieved. The "Extranet" does more than automate document and project management, it facilitates teamwork. Our entire project team can set up and begin sharing project information immediately."*

According to an August 2002, Internet-based benchmarking study by CIO Magazine, PRTM, and The InterUnity Group, *"Technology alone does not confer a competitive advantage. But the strategic use of IT to improve key business processes can strengthen a company's competitive position. Companies that are the first in their industries to transform and automate their businesses gain an edge."*

ISP is working hard to be an innovative leader in the construction industry. The "Extranet" offers an advantage to our customers that no other national painting company is able to compete with.

Extranet Advantages include:

- A daily scheduling and calendar function with expandable dates and details.
- Access to relevant, real-time information throughout a project, leading to improved productivity.
- Project managers and team members have access and insight into project-related activities and responsibilities within a single, user-friendly view.
- Document access and management ensures fast access, organization, exchange and management of project documentation and related data. Data that includes specifications, digital photos, sign off sheets and security documents.
- Streamlining and automating communications within and across enterprises reduces delays.
- The "Extranet" allows for information to be captured, accessed and routed in a concise manner, giving clients a method for managing business processes that allow for standardized industry best practices across the entire project team.
- Project Transparency - Allows managers to stay current with project progress. Allows for greater visibility and control in the active phase of projects.
- Provides security settings for viewing all project details and documents to protect information. Only those that need to see information are able to access it.

Paint & Product News

Devcoe Coatings DEVTHANE 379UVA by ICI

Aliphatic Urethane Gloss Enamel - (White, Ready-Mixed & Custom Colors)

ISP Painting does a fair share of exterior projects in areas where weather conditions take a toll on the outside of a building. Sun, water, wind and cold temperatures all have a damaging effect on a painted surface. Colors are apt to fade chip and crack in the extreme conditions. ISP uses DEVTHANE on several of our projects that are exposed to these conditions. DEVTHANE not only performs well in these conditions, it also is available in a full color palette with easy color matching capabilities. DEVTHANE is chemical resistant, corrosion resistant, chalk resistant and non-yellowing.

DEVTHANE is a high performance, two-component chemically-cured aliphatic urethane gloss enamel for use in areas where maximum gloss & color retention are required. For use on properly prepared and primed steel, concrete or steel floors, masonry, drywall, plaster, metal, concrete block, galvanized, aluminum, poured concrete, and glazed brick. Ideal for use on exterior or interior structural steel, piping, metal buildings, control cabinetry, conveyors, pumps, storage tank exteriors, motors, machinery, and transportation vehicles.

Advantages:

- Exceptional gloss and color retention
- Excellent abrasion and chemical resistance
- Easily applied by brush, roller or spray
- Wide color selection, including safety colors
- Excellent resistance to marring, chipping and scratching
- Contains ultraviolet light absorber

» **Graffiti Resistance:** Excellent resistance to most graffiti materials such as spray paint, magic markers and lipstick.

Customer News

Where have the dog days of summer gone? It has been a busy summer so far full of great new opportunities as well as on going projects. The NEW ISP offices are near completion and everyone here at corporate is anxious to stretch our legs in our new spacious offices. ISP has been busy working both coasts and everywhere in between, completing projects for our new clients in almost all 50 states and Canada too. We have even made it up to Alaska! Thank you to our great clients for making the first half of 2006 our fastest growing business year yet. Also, thank you to our growing Hospitality clientele for contributing to our success in 2006. **Happy Fourth of July!**

Inside This Issue:

- DEVCOE COATINGS DEVTHANE
- Customer News
- New Offices
- Upcoming Events

Retail Construction Expo 2006

May 17-18, ISP exhibited at Retail Construction Expo at the Chicago O'Hare Donald E. Stevens Expo Convention Center. The show started out with a bang as we invited clients to sail away with ISP on the banks of Lake Michigan in a 4 story yacht. The sunset cruise was a blast. A special thank you goes out to our co-sponsor friends at CDO, SBLM, American Sign & Lighting, ProCoat, Chipman Adams and Lincoln Construction.

Check out all the photos at www.cdogroup.com.



UPCOMING EVENTS

- PRSM Northeast Meeting
September 13-14, NJ
- Retail Construction Expo West
September 19-20, Reno, NV
- The Retail People Event
October 19th, St. Louis



Access Project Details from Anywhere!

NEW OFFICES FOR ISPI!

ISP is ready to make a move!
Our new offices are still underconstruction.
Look for our new address soon.



Project Photos

