

Did You Know?

ISS Solutions is a corporate member of the Association for the Advancement of Medical Instrumentation (AAMI) and fully participated in their annual conference in Baltimore, Maryland, from June 6-8, 2009. At the conference, ISS Solutions greeted biomedical technicians, prospects, clients, friends, and job candidates at their exhibit booth and the career center.

Vince Maier, a retired medical health physicist from Geisinger Health System, and Joe Sherry and Joe Kaminski, clinical engineering managers from ISS Solutions, presented an educational session titled "Performing Comprehensive X-Ray Machine Inspections" at the AAMI conference.



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CLIENT PROFILE: Muhlenberg College Provides Extensive IT Support to Students and Staff



Muhlenberg Operations Manager Doyle Smith maintains daily operations in the server room and implements desktop technology for college staff.

Muhlenberg College, a private liberal arts college in Allentown, Pennsylvania, is dedicated to providing students with all the tools they need to obtain a first-rate education. As today's students do the majority of assignments on their computers, Muhlenberg College has identified Information Technology support as critical for learning.

Muhlenberg College provides extensive technological support to students and staff by working with ISS Solutions. An on-site ISS Solutions technician routinely repairs student computers. ISS Solutions also provides Muhlenberg College with server repair within

four hours, assistance in the purchase of hardware, implementation of new operating systems, rollout of personal computers, and IT staffing to fill in for employees on leave.

Muhlenberg College Director of the Office of Information Technology Harry Miller says, "Muhlenberg for years was known as the 'Caring College' because of the relationship between faculty, staff, and students." Muhlenberg College and ISS Solutions have collaborated to develop methodologies that enable them to network and service almost any model of personal computer a student might bring to school. "Today, students arrive, plug their computers in, complete their configuration, and are ready to study."

Mr. Miller adds, "Parents value that they don't need to drive to campus over the weekend to fix their son's or daughter's computer." Muhlenberg College's on-site ISS Solutions technician can be counted on to assist students when data disappears or a screen goes blank. Mr. Miller says, "He exhibits flexibility, good communication skills, good interpersonal skills, and a willingness to serve the campus."

Muhlenberg College selected ISS Solutions because of their quality of service and value. Mr. Miller says, "ISS Solutions is competitive and we are happy with the service." ISS Solutions has supported Muhlenberg College for over ten years.

IT SERVICE SPOTLIGHT: Online Product Catalog

Ordering technology products and parts for your business can be cumbersome and time-consuming. However, ISS Solutions' online product catalog makes the process simpler and cost-effective.

ISS Solutions' product catalog is a quoting and ordering tool that enables businesses to become more productive in purchasing. Some of the tasks that you can do using the product catalog are:

- View and compare product data sheets, system specifications, and images of over 90,000 technology products.
- Receive specialized quotes and place orders at any hour of the day over a secure online connection.
- Customize your portal to accommodate a full access view of the catalog or pre-determined bundles. (This enables you to protect the integrity of your IT departmental standards.)
- Set up multiple users for within your business. Users can view all business account activity while maintaining private orders.
- Ensure business process management with customized order/approval rules.
- Track shipping and delivery information.

ISS Solutions makes technology product acquisition convenient, simple, and cost-effective. If you would like to sign up to access the ISS Solutions product catalog, please contact your Account Manager or Peggy Morgan at 215-752-2221 x 366 or PLMorgan@ISSsolutions.com.

CLIENT FACILITY: Muhlenberg College



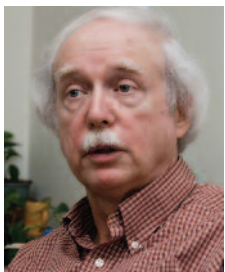
Muhlenberg College is a private liberal arts school founded in Allentown, Pennsylvania by the Lutheran Church in 1848. Today, the college serves over 2000 students and employs over 200 full-time and part-time faculty members. To learn and teach, students, professors, and staff rely on Information Technology support for computers and networks.

Of Muhlenberg College's 1.4 million square feet of building space, at least 350,000 square feet are covered by wireless access, and student dormitories provide wireless connections for residents. Keeping campus technology running is a big job. "Parents are amazed that we have somebody here to repair and service student equipment," says Harry Miller, Director of the Office of Information Technology.

Mr. Miller says that Muhlenberg's approach is different than many other colleges. At many schools, students are expected to resolve their own computer issues. Muhlenberg College, with assistance from ISS Solutions, exceeds their users' expectations with comprehensive IT support.

CLIENT AUTHOR:

Harry Miller, Director of the Office of Information Technology, Muhlenberg College



Harry Miller oversees technical support for hardware and system infrastructure that is used daily by thousands of students and staff. He provides strategic direction for all aspects of information resources and computing at Muhlenberg College as well as consulting for safety measures across the campus.

Mr. Miller, who has been with the college for 21 years, is focused on improving productivity and performance through effective management of college and student information systems. Mr. Miller explains, "If you repair hardware issues in the same day, then productivity is significantly improved. If you reduce loss of data to approaching zero, then you significantly improve performance."

ISS Solutions has collaborated with Mr. Miller for the last 10 years in his quest to increase IT productivity and performance at Muhlenberg College. Mr. Miller asserts: "We have a really good working relationship with ISS Solutions. We have a technician here five days a week and he will do whatever we need him to do."

IT SERVICE SPOTLIGHT: The Market Connection Taps into ISS Solutions' Contact Center Expertise to Support a New Web-Based Application

Implementing a new web application for customer orders is a very exciting project, yet the way is paved with numerous unknowns that managers must navigate successfully.

The Market Connection is currently implementing a new web-based tool that enables customers to place an order, view invoices, and make payments online. The Market Connection recently selected ISS Solutions to collaborate with them to establish a contact center for customer support of the new website. ISS Solutions Project Manager John Jones says, "Using our customer service and technical capabilities, ISS Solutions is working closely with The Market Connection to determine staffing and service levels as well as to channel customer feedback to The Market Connection team so they can make system enhancements."

Mr. Jones says, "The Market Connection chose to outsource their additional contact center activities with us because of our expertise in contact center support and our willingness to be flexible." ISS Solutions used their vast experience and knowledge to suggest and price different service options and present these to The Market Connection with their recommendations.

ISS Solutions added a provision in the contract to re-examine the program and service quality measurements as the project moves forward so that adjustments can be made. Mr. Jones says, "In this case, we couldn't be sure what call volume and issues to anticipate, so we wanted to be flexible. We don't want to lock clients into a contract with staffing and service levels that end up being inappropriate. We want to ensure that The Market Connection's management and users are very happy with our service and continue working with us for a long time."

In April, The Market Connection asked a group of their customers to pilot the new system and provide feedback. The ISS Solutions contact center team began answering calls this spring.

EMPLOYEE SPOTLIGHT: Frank Bogucki



Frank Bogucki, ISS Solutions Lead Analyst for The Market Connections Contact Center, is successful because of his active, innovative role in improving client experiences. In a recent client training program, Frank used his experience to develop excellent questions and suggestions from the caller's perspective.

Since joining ISS Solutions in January of 2007, Frank has exemplified ISS Solutions' commitment to service excellence, always putting the customer first.

ISS Solutions appreciates Frank because of his loyalty to the company and his dedication to delivering outstanding service at any hour. ISS Solutions Project Manager John Jones says, "Frank is a loyal employee who truly understands the role that his team plays in the overall support of his client's end users."

After attending Central Connecticut University, Frank spent 25 years successfully managing restaurants. His restaurant career culminated in the international wing of the Philadelphia International Airport where he was General Manager. Three years ago, he decided to try something new and started a second career in Information Technology. Frank has already earned his A-plus certification and is working on his Net-plus certification.

Outside of work, Frank enjoys attending Phillies games with his grandchildren, watching shows in Philadelphia with his wife Marianne, planning his daughter's wedding, and playing the stock market.

SERVICE SPOTLIGHT: Quality Boils Down to Meeting Client Expectations

ISS Solutions Director of Business Development, John Stalker, recently took on the additional role of Corporate Quality Director. Mr. Stalker's 35 years of experience with ISS Solutions, spanning both Operations and Business Development, have given him a unique perspective on quality. He says, "My overall responsibility as Quality Director is to make sure we meet the expectations of our clients." Indeed, this is what Mr. Stalker has been doing throughout his career.

According to Mr. Stalker, repeat business is one of the most basic measures of quality. "Our clients have choices when selecting a service provider. They vote on our quality by continuing to do business with us." For example, 17 % of our current clinical engineering clients have been doing business with ISS Solutions for over 25 years, and our contact center has achieved a 100% client retention rate over the past 8 years.

The first step in improving quality is to ask clients what is most important to them. "Different clients are going to have different requirements based on their size, geography, and the nature of their business," says Mr. Stalker. For example, a client in a remote, rural location, where it can be time consuming to get to their facility, has different concerns about an after-hours repair call than a client in an area that is more accessible.

Mr. Stalker has found that most clients value rapid response and repair, minimal equipment downtime, and highly qualified technicians and agents. Additionally, effective communication between equipment users and technicians is fundamental to success.

Mr. Stalker also realizes, "You can't manage what you can't measure." ISS Solutions will review and enhance existing quality measures and add new measures as needed. For example, ISS Solutions is introducing a Client Experience Survey, a client loyalty measurement tool based on the Net Promoter Score (NPS). See the accompanying article, "Measuring Service Quality," on page 4.

Mr. Stalker says, "Our quality program will remain client-driven. We will continue to listen to our clients and work to do what they request."

MESSAGE FROM CEO:**Client Experience**

To ensure we deliver excellent service to all of our clients, ISS Solutions constantly monitors service quality. This includes measuring everything from same-day repair rates in field services to time-to-answer rates in the contact center.

Although these are good indicators of how we are doing, another quality measure of keen interest to me is how you, the client, rate your "experience" with ISS Solutions.

As John Stalker describes in this issue of *ISS Insights*, we are beginning to monitor client experience through a new measure, the Net Promoter Score. The Net Promoter Score, a measure that has gained popularity across many industries over the past ten years, is more closely linked with client retention and loyalty. The new questionnaire is shorter than the previous one and will be conducted via e-mail and the ISS Solutions website.

The questionnaire is composed of three critical questions. In the first question, clients are asked to indicate their level of satisfaction with ISS Solutions. This question is one that we've been using for many years. The second question rates whether clients are likely to recommend ISS Solutions to a friend or colleague. The third and final question is open-ended and allows clients to indicate the reasons for their satisfaction rating and Net Promoter Score.

This new way of measuring client experience promises to deliver more information while taking less of your time to respond. I welcome phone calls and e-mails from clients who want to share their experiences with me. Feel free to write to me at PHBrooks@ISSsolutions.com or call me at 215-752-2221 x 112.

Sincerely,

THOUGHT LEADERSHIP:**Measuring Service Quality**

The Net Promoter Score (NPS), used by service industry leaders, is a tool that measures client experience. According to ISS Solutions Director of Clinical Engineering Business Development and Corporate Quality John Stalker, "Only highly satisfied clients continually do business with a company and encourage their friends to do the same. Client satisfaction is the key to sustainable growth." NPS reliably measures client satisfaction.

A big difference between ISS Solutions' current client satisfaction measurement and NPS is that instead of asking a series of detailed questions, NPS asks just a few fundamental questions, such as: "How likely is it that you would recommend our service to one of your colleagues or friends?" and "Why?"

ISS Solutions has evaluated the NPS methodology and is incorporating it into its service quality measurement process. ISS Solutions will implement NPS first in the clinical engineering line of business this summer. The information technology line of business will begin implementation shortly thereafter. ISS Solutions' process for quantitatively measuring quality (using performance metrics such as inspection completion rate; equipment downtime; number of repeat repairs for field services; and speed to answer, abandon rate, and first call resolution rates for the contact center) will remain unchanged.

"It's a very client-driven program," Mr. Stalker says. "Companies that are currently using NPS, like Intuit software, Enterprise Rent-A-Car, and Southwest Airlines, have found that it enabled them to identify areas where clients felt improvements were needed. That's how we will be using it as well."

All clients will receive the new NPS survey by e-mail. This initial survey will establish a baseline of the current ISS Solutions NPS. After the initial survey, ISS Solutions will repeat the survey annually to monitor the progress of quality improvements.

Mr. Stalker says, "The new survey is more streamlined, so it will take less time to complete while still providing us with the detail we need to make improvements. Our clients have been wonderful at responding year after year to our Quality Questionnaire—our response rates are consistently 60% or better. However, we felt it was time for a change. We will be monitoring the process closely during the transition period."

For more information on the Net Promoter Score, see Fred Reichheld's text *The Ultimate Question*, Boston, MA: Harvard Business School Press, 2006; or, visit www.netpromoter.com.