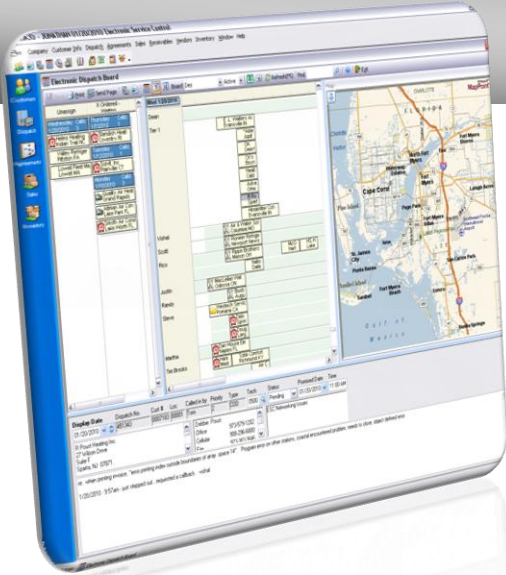


# Customer Testimonials



“ESC Software has been a great asset to my business. The software has allowed us to grow and integrate the system into our business as needed without a huge upfront out of pocket expense. We started with the base dispatch system and saw the advantages of the software in the first week as we were learning the system. Along with paper savings this software has saved us 30% on office staffing with its ability to control dispatches, billing, and inventory. The GPS and Mapping systems have allowed us to increase our call commitment 20% with increased customer satisfaction. Thank you to all the staff and technical support teams at dESCO.”

—David Hertless, Hertless Air Conditioning and Heating Mechanical

“The amount of time that it saves me over the years is insurmountable. It’s just eliminated so much man power. We used to have someone in the office just to manage all the paperwork, but not anymore. My technicians don’t need to come into the office anymore. It’s one of the best things we’ve ever done. It was money well spent. It made us go green. Our office is completely paperless.”

—Jason Lord, Structure Systems Group, Inc.

“The experience has been terrific with ESC. The more we learn to use it, the more we love it. We are now using the Desktop app, the Web app, and the Mobile web app. We recently switched our cell phones out to Blackberries and all the techs use the Mobile Web feature to keep in touch with our dispatcher. It was easy, the techs love it, and we have never been more connected and up to date with our service status. I will be upgrading to version 10 in the next couple weeks. I can't wait to see the enhancements. We are BIG fans of ESC here.”

—Troy Trumble, TruComm SBS, Inc.

# Customer Testimonials

"We needed dispatch software, but we wanted to keep QuickBooks as an accounting package. It was a good compliment to QuickBooks. It does all the stuff that you want it to do. Before ESC we were pen and paper. We now use it to look up customer history, and the mapping to tell when the techs are by each other and who is going to be most available for the job. It just streamlines the whole process. I think it does a lot of great things. All in all it's been a great software package for us.

—Doug Isley, L.E. Isley & Sons, Inc.

"Several years ago we were looking for a customer database solution which was tailored to serve the HVAC industry. We selected ESC and never looked back. We made the right decision. Over the years we have offered suggestions for enhancing ESC. Our suggestions were gladly accepted and many were incorporated in future releases. The integrations with AHS and Sage-Quest are clear winners for us. We were beta testers for ESC Version 10 and we really appreciate the added power in this release."

—Bob Zue, A Action Air

I've been using it now for a number of years. I've been very happy with the modules we've used. And I've been very happy with the call-in support. I really got a lot out of the one-on-one call-in service. Whenever I've had a problem, the support techs quickly resolved it. When we were shopping software for our company, I started talking to other locksmiths, and nobody who was using it could say anything bad about it. It's very seamless, and the upgrades over the year have worked very well. I've been extremely happy overall.

—Guy Spinello, Nate Inc.

"Over the past 7 years ESC Management system has been a great tool for my fire protection company. With more companies looking to be environmentally green, the Esc system has help with its paperless system and document storage of reports. Esc is always looking to improve its software and is always open for new ideals from its clients. The support staff with ESC is always the best and I have never been disappointed over the years."

—Glenn D. Brown, Director of Operations , Sunset Fire Protection LLC

