

## MEDIA RELEASE

### **Horizon by Carson Dunlop Partners with Listen360**

#### Horizon Offers Home Inspectors More Tools to Succeed through Listen360

Toronto (May 16, 2013) Horizon by Carson Dunlop announced today the launch of a new partnership with Listen360 to help Home Inspectors receive client and real estate agent feedback. Horizon provides Home Inspectors with several tools that maximize data collection, report writing, marketing, and business management. This new partnership with Listen360 allows Home Inspectors to effortlessly obtain feedback and use clients' and agents' direct and honest comments to build testimonials, improve business operations and deliver outstanding customer service.

"We recognize that successful Home Inspectors rely on client and agent feedback. It's essential to hear what customers are saying about you and your business, and use those responses to take your company to the next level," explains Alan Carson, President of Carson Dunlop. "Obtaining this data can be difficult, which is why we are thrilled to provide this unique tool to Horizon users."

Listen360 is a cloud-based software platform that is instantly available through Horizon, with no installation or hardware required. A simple survey using Net Promoter Score provides outstanding results. Collecting this kind of information is time consuming and expensive. Horizon offers Home Inspectors cost-effective access to this program to help ensure their success within the Home Inspection industry – more proof that Horizon helps Home Inspectors.

For more information about Horizon, please visit [www.carsondunlop.com/horizon](http://www.carsondunlop.com/horizon).

For more information about Listen360, please visit <http://www.listen360.com/>.

### **About Carson Dunlop**

Carson, Dunlop & Associates Ltd. has been a leading Consulting Engineering Firm devoted to building inspection since 1978. They are one of the largest independent Home Inspection companies in North America that leverages their extensive technical knowledge across six integrated business lines – Home Inspection, Commercial Inspection, Report Writing, Energy Audits, Home Inspector Training and Continuing Education.

### **About Horizon**

Carson Dunlop launched their first report writing solution – The Home Reference Book in 1989. It has become an industry standard and with the 26<sup>th</sup> edition now in print and sold throughout North America. In 2005, Carson Dunlop introduced Horizon, the first truly web-based report writing system that has revolutionized Home

home inspection  
commercial inspection  
energy audits  
home inspection training  
continuing education  
report writing

Inspection report writing by making the process simple, fast and secure. Horizon is an industry leading report writing software used by many of the top Home Inspectors in North America.