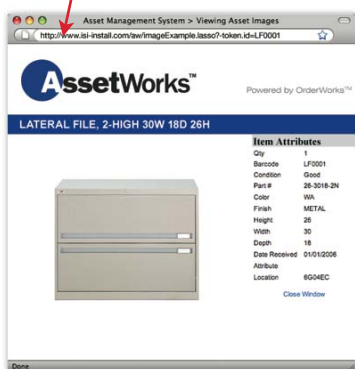
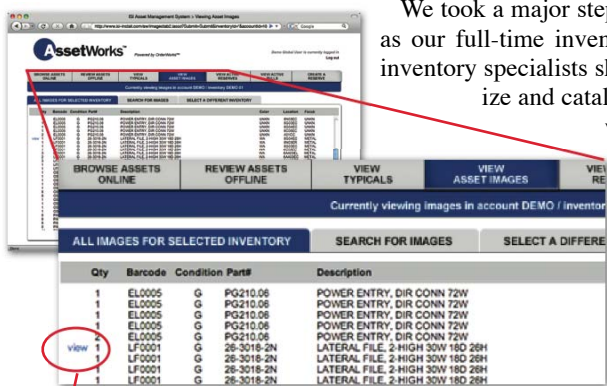


ISI Insider



Turning "Items" Into "Assets": Adding Value Through ISI Asset Management

Organizations are able to make financially sound decisions about the deployment, re-use and disposition of workspace product when they know precisely what they own, where it's located and what condition it's in. We are currently carrying out a multi-stage plan to extend those benefits of informed decision making to every ISI storage client.



We took a major step last fall when we hired Dianne Rieken as our full-time inventory manager. Dianne and the team of inventory specialists she's been grooming continue to reorganize and catalogue every item of client product stored with ISI. The inventory reporting formats they've developed go considerably beyond anything we've ever before provided to clients.

The next big step, already well underway, is to implement AssetWorks, the asset management module of our OrderWorks business system.

AssetWorks is a highly flexible software tool which allows us to turn the multitude of product details captured by our inventory specialists into meaningful information that helps furniture and facility managers make good decisions about how they will meet workspace requirements, operate their facilities more efficiently and optimize the use of commercial real estate.

With AssetWorks, ISI storage clients will have ready, reliable answers to various issues affecting profitability and operational agility. For example, AssetWorks can offer insights in how to:

- Reclaim valuable workspace.
- Avoid the costs of buying new product.
- Extend the service life of existing product.

Continued on Page 2

Furnishing the New Facility of the Illinois Fire Safety Alliance

The corporate donation of used furniture that enabled the outfitting of meeting and office space at St. Thomas the Apostle Parish School in Hyde Park—a story we reported in our December issue—also met the needs of the Illinois Fire Safety Alliance (IFSA), a volunteer organization dedicated to fire safety education and burn prevention. The selection included some wood office set-ups that were in outstanding condition plus seating for each office and a gorgeous boardroom table with a credenza. Dianne Rieken, ISI's inventory manager, rounded out the used furniture collection by finding suitable files and chairs among cast-offs in our warehouse.

ISI was pleased to donate the needed trucking, storage, panel cleaning, space design and installation services. The project proved to be an uplifting volunteer service opportunity for ISI staff members Matt Sprengel, Lisa Simonson, Kelli Conway, April Cravens, Erik Wyman, Jim Sheridan and Dianne Rieken.

IFSA's executive director, Mary Werderitch, later wrote, "The Illinois Fire Safety Alliance gratefully acknowledges the efforts ISI made in procuring, coordinating, delivering and installing office furniture donations for our new offices. The IFSA is forever grateful to the companies that were so generous in giving the furniture. The IFSA office has been in my basement for 19 years. You've helped us come out of my basement and into our new office. We could never have done this without you."



Top: One of several private offices made possible by the generous donation of decommissioned corporate furniture. Bottom: IFSA's new boardroom furniture was quickly put to work.



CAREER MILESTONES

We wish to recognize the accomplishments and contributions of the ISI staff members with employment anniversaries in January:

	<i>Years of Service</i>
Al Ziarko	28
Rich Green	23
Jim DeVries	22
Jeff Grau	17
Ed Wittke	17
Mike Schmutz	9
John Miniuk	4
James Van Hoveln	4
Mike Burke	4

ATTENTION: ISI INSTALLERS

Remember to **ALWAYS** turn in your time, over time and any expenses/receipts for each job by the end of the day or no later than 9:00 am the following day to Myra Valencia.

Please continue to return the weekly Safety Meeting Sheets to Karen Power no later than the week after you have received them.

IN THE ISI FAMILY

Your thoughts and prayers are providing emotional support for those in our ISI family who are in need of it: **Jacqueline Peyton, Polly Strom and Phyllis Wyman**. Keep generating the positive energy!

There will be a fund raiser on Saturday, April 14, to help pay Phyllis Wyman's medical bills. The event starts at 3:00 pm at Hippos, 3011 W. 111th Street, Chicago. Donations can be made at the door. We look forward to seeing you there.

If you're unable to participate but would still like to make a donation, you can do so at <http://walkforphyllis.webs.com>. The website offers a moving tribute to Phyllis. Give it a look even if you plan to be at Hippos on April 14.



Remember to say "Thank You" to co-workers and to our clients who provide the work that keeps ISI in business.



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Main phone 847 956 7060
ISI-Companies.com

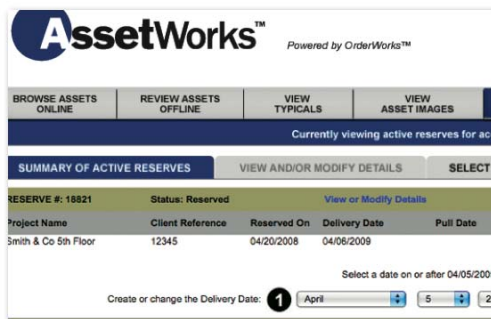
Proven ♦ Progressive ♦ Professional

Asset Management continued

- Maximize the return on product investments.
- Improve efficiency, reaction time and schedule confidence in furniture projects.
- Monitor and reduce warehousing costs.
- Facilitate the administration of furniture standards programs.

ISI's project coordinators and account managers have ready access to each client's AssetWorks accounts. They can provide virtually any type of product information the client may request, from descriptive details to physical condition to the cost of storage. Project coordinators can also email the information to clients in PDF format on a monthly or other periodic basis to suit the client's preference.

Later this year we will open a self-service portal to AssetWorks information with the launch of AssetWorks Online, a user-friendly,



secure client interface hosted at our website.

With AssetWorks Online, ISI storage clients will have a constantly available tool for seeing exactly what's available to work with as they plan furniture projects. They will also be able to put product on reserve to meet future requirements and let our warehouse team know when they are ready to have product pulled from

storage and delivered to project sites.

ISI account managers are available now to answer questions and explain the start-up process for clients who may be interested in ISI's asset management service.

The Construction Scene

Phase I of the project for Hagge Construction went very well and completed a bit ahead of schedule. Once the customer's employees have moved back into the renovated space, we will begin the framing, drywall and ceiling for Phase II, per Hagge's construction timeline.

Other recent assignments that ISI Interior Construction completed on time and on budget include replacement wall covering in an elevator lobby, drywall and ceiling work in a corporate suite, and framing-and-drywall construction of office partitions.

One of our newer clients, Gilcor Construction, awarded us the drywall systems for a pharmacy they will be building over the next several weeks. The project planning and coordination effort has provided opportunities to develop a close working relationship. We very much appreciate Gilcor's business.

Commenting on a recent project, associates at Frontier Construction gave some very positive feedback on both the technical quality of ISI IC's work and our flexibility in dealing with site changes and interaction with other subcontractors. The Frontier team was well organized and terrific to work with throughout the project. We look forward to working with them again in the near future.

Our thanks to everyone in the general contractor community who looks to ISI Interior Construction for top-notch subcontractor support. Please keep sending project bid documents to Sharon McDonough at smedonough@isi-construction.com.

KUDOS

Thanks to every member of The ISI Companies for consistently providing great client service.

From: Dealership Owner
Installers: Rich Green (foreman), Kurt Logan

"The installer you sent out to put together the desk-ing system did an excellent job given the conditions. It is a vintage 10-story mid rise on the Gold Coast with a freight elevator that is ancient and small. For one guy to maneuver and get the pieces in and out of the elevator was a task, so it was greatly appreciated that the second installer was available on short notice.

"Then, we found that they shipped a left-handed credenza with a right-handed desk to be used with a bridge. There was no way the bridge would fit if he hadn't moved the pedestal. Thanks, Matt, for sending out a terrific installer."

From: Dealership Owner
Installers: Andy McCarthy (foreman), Mike Burke

"Sometimes life gets so hectic that we forget to thank those who make our life a bit better just by their actions that otherwise go unnoticed. Andy and Mike are examples of those unsung heroes that make us heroes by virtue of their willingness to complete a project by always doing the "right thing" on our behalf.

"As a dealership that prides ourselves on our attention to detail and perfectionism to a fault (which could drive the average installer a bit crazy, we realize!) we are so thankful to have Andy and Mike on our team of installers! Our clients expect things to be spot on, and with this duo, we are always assured a happy customer. Thanks again for setting the bar so high, Andy and Mike! Our clients are grateful, and we are not only grateful but proud to be partners with you!"

From: Assistant to the Market President for a Healthcare Provider via Client Dealer's Sr. Account Executive
Installers: Eric Strom (foreman), Brian Peyton

"The team you sent out today was outstanding!"

From: Dealership Project Coordinator
Installers: Matt Gaffney (foreman), Jack Wagner (driver)

"Just thought you might like to see the client's email below. Thanks for always doing great work!"

Note from Sr. Administrative Assistant: "Again, the installers did a wonderful job! Thanks for your help in getting this done."

From: Dealership Account Manager
Installers: Mark Wakitsch (foreman), Matt Wagner

"I just wanted to share this note we received from our property management client on Friday. Thank you for taking such good care of our customers!"

Note from Office Services Supervisor: "The guys were amazing. So much so that I asked them if they could return to do the project install in February. Mark Wakitsch says he would be happy to. Do you think you can secure him for that day? There was a lot of work and planning that went into the success of what they did today and it would make things so much easier and faster if he came back."

From: Project Manager/Designer at Wisconsin Design Firm
Installer: Ken Kruk (foreman)
PC: Michelle Koller

"Thank you, Michelle, and your team for everything. Ken is fabulous."

From: Sr. Project Manager/Interior Designer at Client Dealership
Installers: Andy McCarthy (foreman), Wayne Obenau

"They did a great job yesterday, as always! Andy and Wayne seem to have been at this client location the most these past few months and their support is not only recognized by me and our dealership, but an executive for this customer, who is leading the remodel project was raving about them to me yesterday while I was on site. We could not be happier!"

From: Project Manager, NY Dealership
Installers: Rob Manley (foreman), Travis DeRossett, Willie Gildart, Jeryl Hemphill, Fred Howard, Tony Jansto, Bill Johnson, Al Kass, Dave Oudin, James Van Hoveln, Rick Ziarko

The dealer contact shared comments from an exchange between two key people on the client side.

End user's Sr. Manager for Corporate Facilities: "Rob and his team are awesome!"

Project Manager for end user's Property Management Firm:

"I was just talking to [a member of the ISI team] and he said one of his guys found a wallet in the garage. The wallet had the corporate access identification in it and it was turned into property management. I thought you would be happy to know you have a good group of honest guys working for you."

The Stumper

Which one of the ISI Foremen is holding the tray on the front of the 2012 calendar?
[Note: The foremen's names are at the bottom of each month's photo.]



\$25 to first person who submits correct answer. Submit by 02/10/12 to kellie@isi-install.com. Put "February Stumper" as the subject of your email.

January winner: Sheila Pechter of Contract Coordinates, Inc. January answer: When Randhurst Mall opened in 1962, in Mount Prospect, it was the first air-conditioned shopping center.