

HOW WE COMPARE TO OUR COMPETITORS

# RESPONSE TO SERVICE REQUESTS

## EARTH DEVELOPMENT

Earth Development phones are answered by friendly staff 24/7 during the winter season and normal business hours during the summer. We are prompt at answering calls and we quickly respond to inquiries. We not only resolve the problem, but work to ensure it doesn't happen again.

## LARGE NATIONAL PROVIDER

Large national companies frequently use overseas or large call centers to answer customer calls. A different person answers the phone each time, the people answering the phone often times do not know your site or your contracted services. It can be difficult to get your request communicated correctly. It may take days between the time you submit a request and the service provider receiving it.

## SMALL LOCAL COMPANIES

Because the small local companies often times do not have designated staff to answer the phones, it can be very difficult to reach them on a 24/7 basis. Even during normal business hours, they are often busy in the field and are unable to answer your calls. These companies have limited manpower and equipment, so it might take them a long time to respond to service requests.

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# DEDICATED ACCOUNT REPRESENTATIVE

## EARTH DEVELOPMENT

Earth Development provides a dedicated account representative that is familiar with your site and your contract. This is your one point of contact for any questions/concerns you might have. This person will ensure your questions answered in a timely manner.

## LARGE NATIONAL PROVIDER

Often times, with the national companies the account reps are assigned to a large number of accounts. They are stretched too thin to really get to know each customer well. They may not be familiar with each of their assigned sites or the specific expectations each customer has. These companies tend to take the "one size fits all" approach. Personalization is very limited.

## SMALL LOCAL COMPANIES

Smaller companies usually do not have the resources to provide a dedicated account rep to their customers. This leads to employees wearing many different hats, with whoever answers the phone trying to address your questions.

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## BILLING ACCURACY

### EARTH DEVELOPMENT

Earth Development has dedicated billing specialists that verify completed work before it is invoiced to our customers. Our billing specialists are quickly able to help answer any billing questions and resolve discrepancies.

### LARGE NATIONAL PROVIDER

These companies tend to send out fully automated invoices, which are often times prone to errors. This requires you to spend time reviewing the bill each month to verify its accuracy. If you end up having questions about your bill it can be difficult to get any discrepancies addressed as you are calling into a large call center and don't have a dedicated account rep to help you answer your questions.

### SMALL LOCAL COMPANIES

With smaller companies, billing can be very inconsistent and full of errors. Usually there is not a specific person who is trained in finance completing the billing each month. Nor is there any time spent auditing the bill before it gets sent to the customer. Additionally, it can be difficult to get discrepancies resolved as there is not a dedicated person answering the phones.

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# SERVICE QUALITY

## EARTH DEVELOPMENT

Earth Development assures that the service partner assigned to your site has been vetted by us before they are eligible to do work. We pay our service partners a fair price, which results in higher quality work and responsiveness to any requests. In addition, we are able to contract for more equipment if it is needed to service your site. Lastly, all service is reviewed to ensure the quality of work being completed is to industry standards.

## LARGE NATIONAL PROVIDER

Often times the large national companies work on a low profit margin, which makes it difficult to find good qualified contractors willing to do the work. Because of this, these companies will contract the cheapest contractor or a less experienced contractor who is willing to work for less. In these situations, they are "paying for what they get."

## SMALL LOCAL COMPANIES

In most circumstances, small providers usually have good quality work. However, if their equipment breaks down or they have staffing problems, it can be difficult for them to complete the contracted work on time.



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## USE OF TECHNOLOGY

### EARTH DEVELOPMENT

Earth Development uses the latest technology to help us relay information to our customers and verify service to make our processes as efficient as possible. Our efficiencies save the customer money.

### LARGE NATIONAL PROVIDER

Often times the large national companies are too reliant on using technology to do everything for them, so they lose the personal touch. These companies tend to make the customer use online portals to figure things out for themselves instead of being able to contact an actual person to get a question answered.

### SMALL LOCAL COMPANIES

Most smaller companies do not invest in technology, which leads to inefficiencies. They rely on hand written service forms which can be lost, altered, or difficult to verify.

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# SERVICE MULTIPLE LOCATIONS

## EARTH DEVELOPMENT

Earth Development can manage the service of multiple sites, both large and small, across the midwest. This allows our customers to have one company to work with for their lawn and snow service needs at all of their locations instead of having to work with different companies at each site. This saves the customer time, resources, and money in not having to manage multiple locations in-house.

## LARGE NATIONAL PROVIDER

The large national companies are able to manage multiple location sites. However, they tend to take the "quantity over quality" approach. Meaning, they take on customers with 100s if not 1,000s of sites at once. Because they are dealing with such a large volume at once, they don't have the time to vet the contractors ahead of time. This means they are often using whoever they can find quickly and cheaply do the work.

## SMALL LOCAL COMPANIES

The smaller companies are usually limited to a local service area or geographic region. They do not have the capability to service multiple sites for one customer.