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Terminix Saves Nearly 2 Million Miles per Month with Pointserve Optimization Technology

Mileage Savings Equate to 17 Round Trips to the Moon

Austin, TX - October 16, 2007 - Pointserve, the leader in Economic Resource Optimization (ERO), today announced a milestone for Terminix, a showcase customer deploying the Multi-day Planning module of the Pointserve ERO suite. Terminix is a part of the ServiceMaster Quality Service Network. In the month of July 2007, Terminix saved 1.98 million drive miles, which, if calculated at the Internal Revenue Service's cost of \$.485/mile, equates to \$958,830 savings for the single month in vehicle cost alone. Manpower savings are in addition to those economies.

The Pointserve solution includes scalable economic optimization engines that solve the complex planning and scheduling problems often seen across service businesses. Pointserve also worked with Terminix to help drive front-end business process analysis and reengineering efforts.

The project began in August 2006, with new branches added each month. 270 branches are currently on-line, with an additional rollout underway for a total of 333 branches in the coming months. The Pointserve Economic Resource Optimization solution optimizes services processes such as travel costs; technician compensation; technician availability, continuity and efficiency; skill and license requirements; and late arrival costs. Terminix is now able to synchronize intelligent decision-making across all service-related functions, from territory and resource planning, through technician scheduling.

Pointserve's approach to optimizing service operations at Terminix was built upon a proprietary economic modeling platform - as opposed to the outdated rule-based systems used in the traditional approaches - that enables Terminix to model their business based on existing data and then to pose and answer questions that maximize operational performance. A Service Performance Optimization study, prior to implementing the Pointserve solution, quantified the potential value. Then, real-world savings proved it out by exceeding predicted results. Specifically, the study predicted \$9 million annual savings by implementing Pointserve recommendations, while actual results will net over \$10 million in savings first year and over \$20 million per year thereafter.

"Let me illustrate how dramatic these results are," said Connor Gray, Chief Operating Officer of Pointserve. "During the month of July 2007, Terminix's data showed that Pointserve solutions saved Terminix 1.98 million miles which equates to 79 trips around the earth, or 4 round trips to the moon. And, mileage savings for the project to date totals 8,264,788 miles, which equates to 331 trips around the earth, or 17 round trips to the moon. We feel that the results at Terminix are outstanding. Terminix is saving money, improving its business, and is more successful each month because of Pointserve's solutions."

"Terminix is a prime example of an innovative company that is committed to transforming services as we know them," said Ed Powell, Chairman and Chief Executive Officer of Pointserve. "Customers wanted reliable arrival times and efficient service. Management wanted to reduce travel time and operating costs, efficiently utilize vehicles, and institute steps toward safety and security. With the Pointserve solution, Terminix was able to meet and exceed all these priorities. They have dramatically improved their level of service to their customers while significantly reducing expenses."

About Pointserve

Pointserve supplies a full range of optimization web-services and applications that enable clients to predict service demand, then plan, schedule, and operate in a way that maximizes value across their extended enterprise. Pointserve's Economic Resource Optimization (ERO) suite, which has been designed specifically to deal with the complex

reality of distributed service operations. ERO modules synchronize intelligent decision making across all service related functions, from territory planning and resource planning, through customer appointment setting and technician scheduling, to real-time dispatching.

Pointserve solutions typically deliver operational efficiency gains of 15 to 25 percent, and reducing mileage by 30 to 50 percent, giving its clients, partners and their customers the opportunity to deliver high-value services that improve customer retention and provide rapid, tangible return on investment. For more information, visit our Website at <http://www.pointserve.com>.

About Terminix

Technical expertise and commitment to customer service are trademarks of Terminix, the world's largest termite and pest control firm. Based in Memphis, Tenn., Terminix International Co. has a worldwide network of locations, including 864 service centers throughout the United States and in 14 countries around the world. Terminix is a part of the ServiceMaster Quality Service Network. The associates of Terminix deliver more than 15 million service visits annually ranking them at the top of the pest control industry.

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