



FOR IMMEDIATE RELEASE

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MSC, Inc. Recognized by Pointserve for Business Excellence

Major Terminix Franchise Improves Service and Reduces Emissions

Austin, TX – December 9, 2008 – Pointserve, the leader in Economic Resource Optimization (ERO), today announced that MSC, Inc., the independent franchise owner of Terminix of Eastern North Carolina and the Hampton Roads area of Virginia is being awarded Pointserve's 2008 Excellence Award. The recognition focuses on MSC's efforts to accomplish superior results for their business and their customers. The company was honored for their dedication to achieving excellence, their drive to continue to strive for improved performance, and their focus on customer service.

"MSC has long been recognized as a well-run company, and their accomplishments thus far as a Pointserve client are impressive," commented Ed Powell, Chairman and CEO and of Pointserve. "Our analysis, using actual MSC data, projects that drive time could be reduced by 32.7%, drive miles could be reduced by 71%, overtime could be reduced by 98.7%, and cost savings per service order could be up to \$2.40. We also estimate that MSC's CO₂ emissions can be reduced by almost a metric ton of CO₂ per vehicle per month."

Jason Schwarz, Chief Technical Officer for MSC, accepted the award on behalf of MSC and commented, "We are already seeing benefits. The system was implemented in just 90 days for 222 technicians and 29 branches. And now, our statistics for on-time appointments have increased significantly, and we are finding that fewer technicians are required to do the same amount of work."

About Pointserve

Pointserve supplies a full range of optimization web-services that enable clients to predict service demand, then plan, schedule, and operate in a way that maximizes value across the extended enterprise. Pointserve's Economic Resource Optimization (ERO) suite 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 and resource planning, through customer appointment scheduling and daily planning. Pointserve enables its client to align, plan, promise and deliver service in a way that transforms their business.

Pointserve typically delivers 15-25% improvement in global operational effectiveness, reflecting "per vehicle/per month" reductions of 500-700 miles, 20-30 hours of drive time, and 35-70 gallons of fuel consumption. For more information, visit the Website at www.pointserve.com.

About MSC, Inc.

MSC, Inc, has been providing pest control services to the residents and businesses of Eastern North Carolina and the Hampton Roads area of Virginia for more than 70 years. The company operates an independently owned franchise of Terminix International, the world's largest pest control company. The franchise has been managed by three generations of the same family, and has more than 600 employees dedicated to serving the pest control and related service needs of their customers. For more information, visit the Website at www.insect.com.

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