

NSC Today...

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The NSC is not just another service broker. We provide a solution along with the people, tools, and facilities to deliver that solution...

"The Future is not something we enter. The Future is something we create."

Sterilox Food Safety...NSC Success Story

"In 2005, Sterilox enlisted the services of the NSC to set up a national service network, assist with parts distribution, handle the warranty administration and operate a 24/7/365 inbound and outbound communication center that could troubleshoot and manage asset data for our customers and for us as a manufacturer. Knowing that we needed to focus on our core competency of selling equipment we did not have time or personnel to provide premier after sales service within our facility. Going to a single entity took that intensive daily burden completely away from us and allowed our business to grow quickly.

The NSC implemented our whole call center for Sterilox that offered tremendous communication and professionalism to all of our customers. To our end

users it was transparent that we were operating a remote call center. They had no idea that they were not talking directly to Sterilox. This was a result of the ownership and commitment that the NSC to representing us on a daily basis.

Over the years, we focused on a key strategic area to set us apart from the norm – asset mgmt. and tracking. We wanted to know how our equipment functioned, performed and operated in and out of warranty. Working with the NSC and their software vendor we created a reporting capability that is the best I have ever worked with. It allowed us to make decisions on production, life cycle costs and budget criteria. As our company grew, the NSC grew with us and allowed us to know that behind our sales – we had premier service.

In 2009, we made a strategic business decision to bring all services in-house for direct supervision. The NSC assisted us in training our personnel and making this transition seamless to everyone involved.

Looking back over the past 4 years it is clear that our partnership with the NSC allowed us to focus on building key elements of sales and infrastructure. As we continued to grow from hundreds of units installed to well over 3,000 units the NSC grew with us and mastered the challenges of sustained rapid growth. However beyond the obvious resource benefit we found their professional management of our customers played a major role in the success we have enjoyed".

Michael Roberts - Director Technical Services, Sterilox

Getting To Know The NSC Ownership ...

Beginning with the next newsletter we will be highlighting the individual companies that comprise the ownership of the NSC.

You will learn the history and beginnings of each

company and their service capabilities today.

We look forward to recognizing each of the 16 companies that have helped shape the path of the NSC.



FMP – New IndEx Vendor...



The IndEx Buying Group is proud to announce that FMP has entered into an agreement to become our newest Vendor.

FMP is a leading global supplier of OEM and alternate parts and accessories of food service equipment. FMP has been voted Best in Class for eight successive years by the readers of FES magazine. They carry over \$5.5 million in inventory in two warehouses, New

Jersey and Las Vegas with a 99% fill rate.

FMP is providing a strong support team to help all members make the switch. If you have any questions contact Arnold Kimmons of FMP and he will answer all your questions about our program:

Arnold Kimmons
(800) 257-7737 x500
akimmons@fmponline.com

FMP has established special pricing for our membership along with contract pricing opportunities and specials on freight deliveries.

FMP is also part of the IndEx rebate program and as a member of IndEx you will have yet another opportunity to save even more.

This is a great financial savings opportunity so please contact Arnold.

Everpure Incentive Program...



As a result of our group's activity in the Everpure Webinar, Everpure is rewarding our group with an aggressive Incentive Program.

The program will run from October 2009 thru March 2010. All IndEx members who have participated in the Everpure program will have the chance to share in \$2,000.00 in prize money.

Every participating member was sent a flyer explaining the program. The incentive will be based on several factors which provides everyone with an equal opportunity to win.

If you have any questions about the incentive or the Everpure program please contact Robert Smith at the IndEx office:

800-434-7861 x504

As a direct result of IndEx and their partnership with Everpure, Mark Selander of Everpure/Pentair will be the guest speaker at the CFESA Region 2 meeting in Wisconsin on October 5th.

With the recommendation of Mike Coker, region 2 leader, Everpure will present a program and will recognize the NSC and IndEx and how they have helped Everpure.

CFESA Fall 2009 Conference...



The CFESA Fall 2009 Conference will be held in Nashville Tennessee at the Nashville Hilton from October 26th – 28th.

The National Service Coop is proud to be a Vendor Sponsor for the fall conference. Whether you are a current service partner of the NSC or would like to learn more how the

NSC can benefit your company please stop by.

We will also be able to discuss with you about the IndEx Buying Group and how you can save money through participation in our vendor programs.

One of our newest IndEx Vendors; FMP, will be sponsoring a drawing

along with the NSC. Be sure to stop by and drop off your business card to qualify for an opportunity to win.

There has never been a better time to be part of the NSC and we look forward to seeing many of you at the show.

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H1N1 Influenza...Being Prepared

For many of us; as small business owners, we need to plan and to respond to the varying levels of severity of H1N1 and be prepared to take the necessary steps if a potentially more serious outbreak of influenza occurs during the fall and winter months.

The Department of Homeland Security, the CDC, and the Small Business Administration have developed a booklet to help small businesses understand what impact an influenza virus might have on their operations and how important it is to have a written plan for guiding your business through a possible pandemic.

The booklet will provide you with:

- Steps to write your plan
- Keeping Healthy: 10 Tips for Business
- Keeping Healthy: 8 Tips for Individuals
- Frequently asked questions

To access the booklet other resources about H1N1 and emergency plans please visit:

<http://www.flu.gov/professional/business/smallbiz.html>

2nd NSC-IndEx Summit...

The National Service Cooperative along with the IndEx Buying Group is pleased to announce that we will be holding our 2nd Summit meeting in March of 2010.

March 30th & 31st , 2010

Las Vegas, NV

Paris Hotel & Casino

This event will give you the opportunity to learn about the changes implemented in 2010 for the National Service Cooperative. We will discuss the opportunities involved with the establishment of "exclusive service territories" and the creation of the [NSC Service Provider Directory](#).

IndEx will focus the on education of our members about the buying group and its goals. We will discuss changes in the membership rebate program and what it means to you. You will have an opportunity to meet some of our vendors and hear about new products and programs.

More information coming in quarter 4 newsletter...