

ISI Insider



Jeff Robbins Joins ISI Sales Team as Project Manager

We are pleased to announce that Jeff Robbins, an experienced contract furniture professional, joined our Sales Team in late January, filling a critical vacancy in Project Management.

Jeff is teamed with his dad, Tom Robbins, supporting Tom's clients and their projects by performing a range of project management services including quotations, preinstallation layouts, determination of job site conditions and requirements, liaison with other members of client project teams, and coordination with ISI field teams. This kind of teaming has proven to be a successful innovation for ISI Sales as it allows our Sales leads to dedicate more of their time and attention to existing clients while providing additional time to develop new business.



Jeff has more than eight years of field installation experience in furniture and wall systems and a working knowledge of warehouse operations. He graduated from Governor's State University with a B.A. in Business Management.

Welcome to the ISI Sales Team, Jeff, and congratulations on your new role as an ISI Project Manager!

Operations Technology Advances

The January rollout of new enhancements to our OrderWorks business system has brought a whole new level of efficiency and responsiveness to ISI operations. Our Dispatch and Project Coordination departments have embraced this new phase in the company's digital transformation and the accompanying speed and convenience.

An array of flat screens displaying real-time information about ISI operations has replaced the magnetic scheduling board that was a fixture in ISI Dispatch areas since the 1980s. Integrating data from internal and external sources, the displays allow Field Staff Dispatcher Eric Wyman and Vehicle Dispatcher Adam Juarez to

Continued on Page 2



ISI dispatchers Adam Juarez (left) and Eric Wyman. The information they need to ensure that ISI people, vehicles and equipment are right where they should be is readily viewable and updatable in real time.

A New Face, New Roles

We welcome **Amy Petterson**, who joined ISI in mid-December to assume **Gabby Broccolino's** responsibilities in Receiving. This allowed Gabby to transition to her new role as a PC.

With Gabby now a part of our Project Coordination team, we have five full-time and two part-time PCs supporting our clients' projects.



Luis Davila

Over the four years since Gabby joined us, her original position gradually expanded to include intake and client follow-up activities for product that was returned from job sites.

Those activities are now performed by **Luis Davila** as

part of his overall responsibility for returned product and inventory management.

Our current process for returned product works well. Within 48 hours of the product's return, the PC emails the client to request disposition instructions. If there is no response within 10 days, Luis does follow-up to determine the client's wishes. Client response within that 10-day window is a big help in keeping floor space available and the warehouse running efficiently.



Amy Petterson, Gabby Broccolino

CAREER MILESTONES

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

Years of Service

DECEMBER

Dave Selep	33
Ed Pulido	25
Tony Panici	10
Talarisha Brunson	5
Mike Guyette	5
Richard Stachura	3
Modelle Jonkins	3

JANUARY

Al Ziarko	33
Rich Green	28
Jim DeVries	27
Jeff Grau	22
John Miniuk	9
Candice Seffrood	2

IN THE FAMILY

Congratulations to Dave and Alicia Strom on the birth of their daughter Evelyn Ann Strom. She was born February 16 at 11:49 am weighing 7.4 pounds and measuring 18-1/2 inches long. Dave reported, "Mother and baby are fantastic and in great health!"



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1310 Hamilton Parkway, Itasca IL 60143
Phone 630-250-7061 | Fax 630-250-3571
ISI-Companies.com

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KUDOS

Thank you to everyone at ISI for your professionalism and consistent efforts to make each project a success. We appreciate that our clients have taken the time to recognize the hard work of those mentioned below.



From: Credentiating Manager, Corporate Healthcare
Installers: Dave Baumann (foreman), Jaime Oesterle
 "Your team did an outstanding job, kept things as quiet as possible, and finished up in record time! Again, our greatest appreciation for a job well done!"

From: Security Manager, Educational Facility
Installers: Dan Sherman (foreman), Tim Czischki, Mike Delio, Marty Minogue, Gary Skala, Scott Sutter

"Guys did a great job! They were meticulous with the numerous pieces of trim and column wraps to install it perfectly."

From: Vice President, General Contractor
Installers: Terrence Kohout (foreman), Dave Fiore, Steve Markasovic, Pedro Romero, Scott Sutter

Note from the GC's designer: "The panels were fully installed tonight. The installers were amazing and it looks great!"

From: Project Coordinator, Dealer
Foreman: Travis DeRossett

"Thanks for the install today for our customer and for being flexible with all of the changes. She commented, 'Travis was very helpful!'"

From: Account Manager, Dealer
Foreman: Rich Stachura

"Client said the work was very good! Thank you!"

From: Sr. Project Manager, Dealer
Installers: Jamie Beres (foreman), Andy McCarthy, John Miniuk, Dave Oudin, Frank Pileggi, Raul Rivera, Jeff Robbins, Dave Selep

"Thanks again for a great job and I have to say again that I really love these reports!"

From: Sr. Customer Service Manager, Dealer
Installers: Vic Lampasona (foreman), Mike Grzych

"Vic and Mike were great today! Thanks for sending such capable and accommodating individuals."

CPR/AED Training

Kyle Cochran from Vista Safety Consulting led our third and latest employee training in the use of CPR procedure and AED (automated external defibrillator) machines on February 7.

We would like to see as many people as possible become skilled in these life-saving measures. The training is open to all ISI employees. About 30 people have taken the class so far. Rich Moore would like to see more installers take the training to better extend its benefits into ISI field operations. Contact Rich (rmoore@isi-install.com) if you're interested in attending a future class.



Three AEDs like this one are at the ready in various areas of ISI headquarters.

From: Partner, Architecture and Design Firm
Installers: Andy McCarthy (foreman), Dave Baumann, Ro Fierro, Chad Miller, Javier Saucedo

"What a terrific experience it was working with Andy and his crew during my 4 days in Chicago. You are never 100% sure when you do a job out of town what to expect from the installation crew (except I had a pretty good idea after talking to you, Dave, prior to the job) So I just want to say one more time that Andy and his crew were exceptional. I had no worries when I left the site."

From: Account Executive, Dealer
Installers: Tony Panici (foreman), Collin Armistead, Travis DeRossett, Mike Grzych, Jack Halter, Steve Hansen, Modelle Jonkins, Steve Kosacz, Ken Kruk, Dan Nungaray, Oscar Ortiz, Mike Palka, Adam Post, Robert Sexton, Derek Strom, Craig Swiecki, Jason Van Schaik, Chris Vermeulen

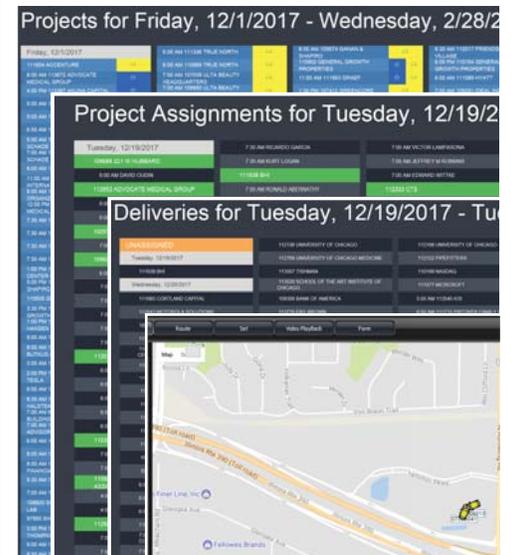
"Sharing this wonderful and appreciative e-mail from the customer. He is ecstatic about their new office and I wanted to share the good news! Thank you to each of you who played such an important part in the success of this project! From order preparation to design, expediting, installation, early and late hours. It was all worth it! We all worked very hard to make this project a success and it paid off!"

Note from dealer's customer, Executive Director, Educational Facility: "As everyone unpacks and settles in, the energy is extremely positive and folks love the space. Kudos all around as we finish up a very successful project."

Technology Advances from Page 1

simultaneously see project and delivery schedules and foreman, crew and driver assignments. The real-time information feeds keep ISI responding fluidly and flexibly to our dynamic operating environment. There are other productivity enhancements as well:

- Eric has push-button convenience in transmitting our Schedule Notifications to clients, with the choice of batch or individual processing.
- A GPS locator system displays the current locations of our trucks, making it easy for the Dispatch team, as needed, to find and route the truck that's closest to a particular address to pick up returned product, recycling or debris. It's smart logistics that enables time and fuel savings.
- Our PCs can access the same real-time project and delivery schedules through their desktop computers and input their soft scheduling directly into OrderWorks from their desktops.



Example information displays in our Operations Center.

From: Director of Global Accounts, Dealer
Installers: Ron Abernathy (foreman), Tom Antonik, Collin Armistead, Jim Bard, Eric Buchignani, Kevin Burgard, Juan Cruz, Bob Cullen, Mike Delio, Travis DeRossett, John Duncan, Leonel Figueroa, Paul Gaddis, Matt Gaffney, Juan Gallegos, Albert Garcia, Rich Green, Mike Grzych, Davonte Jackson, Jeff Jacobsen, Greg Jamroz, Tony Jansto, Modelle Jonkins, Ed Kalupski, Brian Kiselstein, Terrence Kohout, Ken Kruk, Greg Kuczer, Allen Kuzas, Vic Lampasona, Mike Lopez, Rob Lockett, Rob Manley, George Melendez, Frank Merenda, Tom Miglieri, Chad Miller, Ray Monahan, Dan Nungaray, Jaime Oesterle, Jim Oesterle, Dave Oudin, John Palka, Ed Pulido, Dave Rinella, Raul Rivera, Erik Robbins, Pedro Romero, Joe Schmutz, Mike Sprenzel, Rich Stachura, Dave Strom, Eric Strom, Jake Triesenberg, Craig Wagner, Mark Wakitsch, Angel Vizcarra

"Thanks for all your hard work on meeting this date! I really appreciate it. The customer would have never made this deadline without you and your team!"

March Stumper

How are the names of the horses chosen for the Chicago Police Department's Mounted Police Division?

\$25 gift card to first correct submission by 3/16. Email kellie@isi-install.com, Subject: March Stumper.

No winner last time. Answer: The Christmastime soul classic with strong Chicago associations is *This Christmas*, melody by the Chicago native Donny Hathaway, lyrics by Nadine McKinnor, and first recorded at Audio Finishers Studio on Chicago's Ontario Street. Hathaway's other accomplishments include the million-selling pop crossover hit *Where Is the Love?*, from his album of duets with Roberta Flack recorded in 1972.