



Great Valley Pool Service, Inc.

446 Lancaster Avenue, Frazer, PA 19355

610-889-0711

To whom it may concern,

We use the Appointment Reminder Software for our pool clients. Since our appointments are made well in advance, it is important that customers are reminded that we are coming for opening and closing the pools the day prior to their appointment. This is so that the water is at the appropriate level, all of their pool equipment is available for our service and that we have access to the property if necessary. If the equipment is not available or the water level is not at the appropriate level, we waste man hours and trip costs. We can open and close up to 80 pools in a day and we used to spend over an hour each day making these calls in person.

Ultimate worked to personalize the software in our database to automate these calls, saving us time and money, and has freed up valuable resources to do other things increasing our productivity. They also added a feature that will facilitate distribution of our customer service surveys which has automated a manual and tedious process.

This program, the software and the technical staff have been very responsive and it has been a very worthwhile investment. If you have any questions please don't hesitate to reach out.

A handwritten signature in blue ink that reads 'Tracy Bond'.

Tracy Bond, Owner
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Decor**

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