

"I cannot begin to thank you for your total devotion to City Wide. You strive for perfection with your product which is very rare in the industry today. I can honestly say that City Wide would not be where we are today if not for JaRay! We love you."
 — Sal and your family at City Wide

LONG ISLAND'S LARGEST AND MOST TRUSTED PLUMBING COMPANY SINCE 1952. A JARAY CUSTOMER SINCE 1998.

FAMHOST FAMILY OF HOSTED APPLICATIONS
 2030 S MEAD ST, WICHITA KS 67211
 PHONE: **800-658-1676** • FAX: 800-858-2397
 WWW.FAMHOST.COM | INFO@FAMHOST.COM

BRIAN KIMMEL (EXTENSION 6001)
 WEB APPLICATION DEVELOPER - WICHITA KS
 ALWAYS TRYING TO FIGURE OUT HOW STUFF WORKS

COZETTE CONATSER (EXTENSION 6004)
 COMMUNICATIONS DIRECTOR - WICHITA KS
 MOTHER OF 2 GROWN CHILDREN AND NOW HAS A CAT

GLEN BAKER CPA (EXTENSION 6009)
 CFO / CONTROLLER - WICHITA KS
 HELPS HIS WIFE (AND PAUL) STAY GROUNDED

JANE JANTZ (EXTENSION 6010)
 PRESIDENT AND FOUNDER OF JARAY - WICHITA KS
 CHIEF PROGRAMMER, 4 CHILDREN (ALL COMPUTER SAVVY)

JOHN MASON (EXTENSION 6008)
 TECHNICAL SUPPORT MGR - WICHITA KS
 3 CHILDREN AND PASTORS A CHURCH

KAREN METCALFE (EXTENSION 6020)
 NATIONAL TRAINING DIRECTOR - MISSION VIEJO, CA
 MOTHER OF 2 GROWN CHILDREN - NO GRANDCHILDREN YET

LISA FARMER (EXTENSION 6005)
 LINKWRITER FORMS DESIGNER - OMAHA NEBRASKA
 DISSECTS CADAVERS - GOING TO GRADUATE SCHOOL

PAUL FARMER (EXTENSION 6002)
 PRESIDENT AND FOUNDER FAMHOST - WICHITA KS
 ENJOYS GOD, SHIRLEY, FAMILY AND HELPING BUSINESS PEOPLE

RICK KLINGE (EXTENSION 6003)
 CHIEF INTEGRATION OFFICER - WICHITA KS
 HIGHLY DECORATED US VET CURRENTLY FINISHING HIS PHD

RON MASON (EXTENSION 6006)
 JARAY SUPPORT MANAGER - WICHITA KS
 18 YRS WITH JARAY, 4 CHILDREN, 5 GRANDCHILDREN

SHERRY HOYT (EXTENSION 6007)
 GPS MAPPING SOFTWARE DEVELOPER - WICHITA KS
 HIGH LEVEL DATABASE PROGRAMMER & SOCCER MOM

SHIRLEY FARMER (EXTENSION 6002)
 VICE PRESIDENT FAMHOST - WICHITA KS
 PAUL'S WIFE FOR 40+ YEARS, GRANDMOTHER & PRAYER WARRIOR

The above employees have over 100 combined years serving our customers!

"The support we get from Famhost is second to none. Every staff member is knowledgeable and friendly. I highly recommend the Famhost family of hosted systems." — Ken Barnard, Controller BlueWater Septic, Needham MA

Is your computer system delivering what you expect?



Schedule a FREE online demo to see what you are missing!

famhost[®]
 FAMILY OF HOSTED SYSTEMS



Workstations on the Famhost system do not have to be physically located in the same building, city, or even state, country or continent, yet they all have instant access to the same data - in real time.

Servers are located in a secure hosting facility with redundant Tier-1 Internet connections to ensure that you can always connect and your data is safe.

Exceeds HIPAA privacy compliance rules.

- ◆ **MORE SECURE**
- ◆ **LOWER IT COSTS**
- ◆ **24x7 "REAL" SUPPORT**
- ◆ **EASIER DEPLOYMENT**
- ◆ **ALWAYS ONLINE**
- ◆ **ACCESS ANYWHERE**
- ◆ **ANYTIME!**



Paul Farmer, Chief Evangelist
 Cell Phone: 316-200-4467



Council of Business Advisors (CBA)





JaRay® Software is a complete management program designed for service companies and is used by most major Roto-Rooter franchisees, even internationally.

"JaRay enables us to customize how we classify revenues. We can even have multiple income codes on each job so that we can analyze which products and services are most profitable." - Jane Plous, Hudco Inc. (Hudco operate Roto-Rooter® branches in Kansas City, Albuquerque, Omaha, & Springfield)

- ▶ PLUMBING, HVAC, ELECTRICAL, HOME INSPECTION, DRAIN CLEANING SOFTWARE SOLUTIONS
- ▶ DISPATCHING
- ▶ SCHEDULING
- ▶ MARKETING
- ▶ FOLLOW UP
- ▶ CALLER ID
- ▶ TIME TRACKING
- ▶ PAYROLL (MULTI-COMMISSIONS & HOURLY)
- ▶ PREVENTATIVE MAINTENANCE CONTRACTS
- ▶ AUTOMATIC BILLING W/ DIFFERENT CYCLES
- ▶ ACCTS RECEIVABLE & ACCOUNTING
- ▶ SHARED & PERSONAL CALENDARS
- ▶ BILLING & PURCHASE ORDERS
- ▶ PROPOSALS & BID TRACKING
- ▶ INVENTORY / EQUIPMENT / WARRANTIES
- ▶ MANAGEMENT & SALES TICKLERS
- ▶ COMPLAINT / COMPLIMENT TRACKING
- ▶ SALESMAN TRACKING & APPT SCHEDULING
- ▶ INTER-OFFICE COMMUNICATIONS
- ▶ CALLBACK/RECALL TRACKING
- ▶ USER DEFINED GRAPHS & REPORTS
- ▶ GPS TRACKING & TRUCK MAINTENANCE
- ▶ INTEGRATED MAPPING & ADDRESS GEOCODING
- ▶ LINKWRITER DIGITAL PEN INTERFACE
- ▶ CREDIT CARD PROCESSING
- ▶ INTEGRATED SCANNING, PAGING, & EMAIL
- ▶ MULTIPLE USER SECURITY LEVELS
- ▶ RUN MULTIPLE COMPANIES

- ▶ GET THE PAPERWORK BEFORE THE DRIVER LEAVES THE JOBSITE!
- ▶ ELIMINATE MAILING, FAXING & SCANNING
- ▶ EASY TO DEPLOY - VERY LITTLE TRAINING
- ▶ IMPROVES CUSTOMER SERVICE
- ▶ INCREASE PRODUCTIVITY & PROFITABILITY
- ▶ WORKS WITH MOST LEADING HANDSETS AND PORTABLE COMPUTING DEVICES
- ▶ AUTOMATIC TIMESTAMP INSURES ACCURACY!
- ▶ AFFORDABLE
- ▶ RELIABLE
- ▶ CONVENIENT
- ▶ MOBILE!



"The only way you will get my Linkwriter Pen is to pry it from my cold dead fingers!"
--US Health Insurance Agent

The Linkwriter Wireless Pen automatically sends the paperwork from the jobsite to your computer, email or database. Before the driver leaves the jobsite, the paperwork is transmitted and entered into the system and a digital copy is attached to the customer record.

Enables true point of sale inventory. Reads barcodes. Automatically send Proposals, Invoices, Inventory Forms, Time sheets, Drawings, and other forms from the field to the office. Even Processes Credit Cards!

Enables coaching and confirming information before the driver leaves the jobsite. Eliminates waiting on paperwork. Virtually anything you can do on paper, you can do in real time with the Linkwriter! Automatically send forms to different email addresses. Now you can even print your own forms.

We saved 12% on our Insurance Premiums when we installed the GPS Dispatcher!
--Kris Hessinger - Roto-Rooter Manager

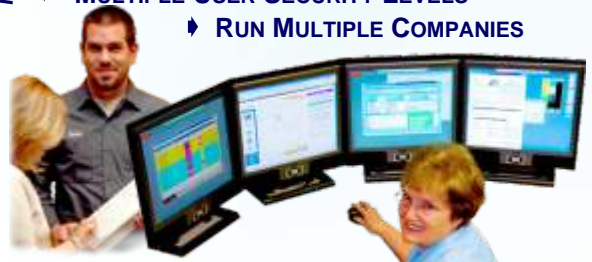
GPS Dispatcher™ - Shows exact location and speed of your vehicles on the same map as the jobs in real-time! See the closest truck to the job by type.

Maintenance package tracks up to 20 maintenance functions based on mileage or date. The system tracks who the equipment is checked out to and any work done. Attach digital pen forms, scanned documents and pictures. Track warranties, lease information, and more. Reports show how much each vehicle costs for any date range.

Equipment attached to vehicles can also be tracked for maintenance, so if they have pumps, generators, etc., you will know the service history and requirements.

Realtime dashboard updates all vehicle statuses every 15 seconds. Mapping is included and updated automatically every 3 months.

- ▶ HISTORY RECORD OF EXACT LOCATIONS AND SPEED
- ▶ REALTIME DISPATCH CLOSEST TRUCK TO THE JOBSITE
- ▶ MONITOR DRIVING BEHAVIOR FOR COACHING
- ▶ ROUTES, IDLE TIME, STOPS, SPEEDS, EQUIPMENT USE
- ▶ REDUCES FUEL CONSUMPTION
- ▶ REDUCES PRIVATE USE
- ▶ REDUCES OVERTIME
- ▶ END-USER CUSTOMIZABLE REPORTS
- ▶ GEOFENCING AND ALERTS
- ▶ STAND-ALONE OR INTEGRATED
- ▶ INCREASES PRODUCTIVITY
- ▶ IMPROVES SAFETY
- ▶ IMPROVES CUSTOMER SERVICE
- ▶ THEFT RECOVERY
- ▶ TIMECARD VALIDATION



"We've depended on the JaRay system for all of our daily operations since 1985" --Rita Campbell, Roto Rooter, Wichita KS