



## News You Can Use From Corporate Services, LLC

September 2009

### In This Issue

News & Events

Light Tower Rentals

Introducing RouteSmith

Employee Spotlight

Client Survey Results

[Join Our Mailing List!](#)

### Contact Us

**We welcome your  
comments!**

Also, please share this newsletter with any colleagues you think would find it valuable.

[jcarson@corp-service.com](mailto:jcarson@corp-service.com)

Main: 866-923-3767  
Support: 866-923-3767  
or 225-923-3767

[www.corp-service.com](http://www.corp-service.com)

### Client Quote

"The benefits of attending this class will be huge. This was more than worth the time and

### Welcome!

Welcome to the September issue of the client newsletter. We hope you have found the information included in past newsletters valuable and timely. If you ever have a suggestion for a newsletter topic, please let us know. We are always open to your feedback.



Speaking of feedback, please see our article below summarizing the feedback you all provided earlier this summer by participating in our client survey. We constantly strive to improve your experience with Corporate Services. One area that we continue to make progress on is the customer portal. The technical portion is completed and we are now in the process of adding content. The portal will be released within the next 60 days so please look for more details in upcoming newsletters.

We also are thrilled to profile Light Tower Rentals in an article below. Light Tower Rentals is part of our growing client case study program and we appreciate their participation.

Thank you for your continued business and remember we are here to make you more successful so please let us know what we can do to help.

Michael Saint and Bob Dosser

### News & Events

money."

- LaDon Cyphers, KSW Oilfield Rentals

## Referral Rewards

We appreciate the opportunity to work with you. Referring a colleague is the highest compliment you can give us. If you know of a company who could benefit from the solutions and services we provide, please let us know. We assure you we will take excellent care of your referral and we would like to send you a gift of thanks. The more wonderful clients we have, the more wonderful features we build into our products, which you can benefit from.

To refer a colleague, please contact [Bob Dosser](#).



## Training Classes

[Click here for more details](#)

### TrakQuip

#### Essentials

September 9-11

#### RTMS Essentials

September 14-16

#### Understanding & Using Basic SQL for Improved Reporting in TrakQuip and RTMS

September 21

#### Reporting Dashboard

September 22

#### Advanced Reporting Dashboard

September 23



Please click [here](#) and let us know who you'll be rooting for. We at Corporate Services wish great success to your favorite team. ENJOY THE GAME!

## Client Spotlight: Light Tower Rentals

## Light Tower Rentals' Efficiencies Shine with TrakQuip



Corporate Services' has had a number of very successful Customer Case Studies, the latest being Light Tower Rentals.

[Light Tower Rentals](#) was founded in 1994 to provide self contained lighting rental equipment at oilfield job sites. Since then, Light Tower Rentals has grown tremendously. Today, with 14 locations and 130 employees, Light Tower Rentals also offers a product inventory that goes beyond lighting to include generators, frac tanks, mobile housing, down hole tools and down hole pipes. As Light Tower Rentals was expanding both their geographic locations and their product lines, they discovered the need to improve their operations in order to continue the superior service their customers had come to rely on. On a referral, Light Tower Rentals contacted Corporate Services for help.



...read the complete [Light Tower Rental Case Study](#)

*"Having TrakQuip has made it easier for us to grow," said Ski.  
"It is simple to bring on a new office and new equipment."*

*If you are interested in profiling your company's success as part of our case study program, please contact [Bob Dosser](#).*

## Introducing RouteSmith



Professional route optimization and dispatch software

RouteSmith is dedicated to build straight forward software solutions that allow businesses to streamline operations, pursue new business opportunities and grow their profits. They are known for their commitment to quality and their focus on building best in class route optimization and dispatch management solutions.

Many companies use a combination of manual processes or off-the-shelf retail software packages to manage the delivery aspect of their business. RouteSmith combines the power of both and delivers professional grade delivery tools for businesses of all sizes. RouteSmith offers Custom Route Software and Dispatch Implementations, Fixed Route Optimization Services and Professional Consulting Services.

RouteSmith delivers technology through the use of an Application Service Provider (ASP) business model. This means your company doesn't have to invest in expensive and "perishable" hardware and software. In addition, RouteSmith interfaces with point of sale and ERP systems through the use of web services so any business, large or small, can leverage their powerful dispatch management and advanced routing intelligence without being required to make overwhelming capital investments.

If you are looking for an easy to use, sophisticated delivery management and dispatch solution, please visit <http://www.RouteSmith.com/>.



## Employee Spotlight



*Bethany Mapp*

Chances are you have already had the pleasure of speaking to Bethany as her primary responsibility at Corporate Services is supporting our clients. Whether it is a simple how-to question, designing custom reports or giving suggestions on different ways to use our programs, Bethany is always ready to help. She also has internal responsibilities that enable us to be proactive in providing clients solutions. Bethany has been at Corporate Services since February 2008.

Prior to Corporate Services, Bethany worked for PoolCorp, based in Covington, LA where she was responsible for modifying and creating new software as well as supporting existing programs.

"I believe that Corporate Services embodies what a family-owned company should be. They care not only about their clients, but also about their employees. It is a true family environment where I can come to work and truly enjoy working with my fellow employees," said Bethany.

Bethany graduated from Auburn University with a degree in Management Information Systems. She enjoys spending time with her husband, Matt. They have no children yet but they do consider their two-year old golden retriever, Molly, part of the family. Bethany also enjoys time fishing at their camp and she loves to read.

## Client Survey Results

The team at Corporate Services would like to thank all of you for taking the time to participate in our Customer Survey. The survey featured questions that covered areas important to clients such as: quality of the products; the level of service received; and the value of the relationship between the client and Corporate Services. Corporate Services was pleased that clients highly valued the relationship they have with Corporate Services and recognized it with high marks in this category.

Another area that received high marks was the monthly classroom training. All respondents who attended classroom training agreed that the training enhanced their ability to use the software.

We received some great feedback and ideas for improvement. Two suggestions we are immediately implementing are the need for consistent communications and the availability of training in a Web cast format. In July we launched a monthly client newsletter that features product news, employee spotlights and customer profiles. Additionally, we are in the process of testing an Internet platform that will allow us to deliver our top-rated training over the Web. We plan to roll the training out this fall.



We at Corporate Services have a growing commitment to support our customers and it is our goal to provide outstanding solutions and services. If you do have feedback to share with us, please don't wait for a survey! Please give us a call at any time. We are open to your thoughts, suggestions and ideas.

Thank you for your continued business.

Mike and Bob



**[Forward email](#)**



This email was sent to [jcarson@corpservice.com](mailto:jcarson@corpservice.com) by [jcarson@corpservice.com](mailto:jcarson@corpservice.com).  
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).  
Corporate Services, LLC | 3801 Plaza Tower Dr. | Baton Rouge | LA | 70816

Email Marketing by

