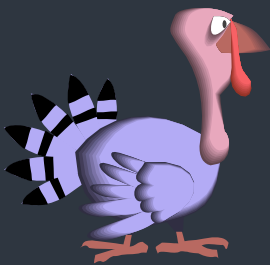


## November Holiday Schedule

IDSI Please note  
that IDSI will be  
closed for the  
Thanksgiving  
Holiday on both  
Thursday,  
November 27, 2008  
and Friday,  
November 28, 2008

We hope all of you  
have a safe and  
wonderful holiday.



## Happy Halloween



### in this issue:

- No Charge Invoices
- Thanksgiving Schedule
- IDSI Implements New Trouble  
Ticketing & Dispatching  
System

### No Charge Invoices

Dear Valued Clients:

In an effort to curb costs, about 3 years ago, we made a decision not to send our clients any invoice that was of a Non-billable nature. While we did, and still do track these "No Charge" invoices internally, we simply stopped sending them to you.

Well after further review, it has become evident that many of our clients are unaware when IDSI is not charging you for our services, and in some cases making it feel as though all you receive from us are bills.

That said, effective immediately, we will once again mail out these "No Charge" invoices (on a monthly basis) so that you can better understand the value of our services and come to appreciate the times when we perform services that are not charged to your account. If you do not wish to receive such invoices, please let us know and we will make arrangements accordingly.

As always, please keep in mind that should you ever have a question or issue with any invoice that you receive from us, please contact our office within 10 days from the date of receipt and we will gladly review it. Please understand that it is our strict policy that any invoice in question that goes beyond 30 days, without contacting us, is simply off-the-table for review.

Thanks for your attention.

IDSI Staff

*Continued on Next Page...*

## Tell us your thoughts!

Is there a topic that you'd like to see IDSI discuss in an upcoming newsletter? Send us an email:

[newsletter@indaso.com](mailto:newsletter@indaso.com)

with your thoughts and suggestions!

## Need to add additional employees to our mailing list?

Simply send an email to:

[newsletter@indaso.com](mailto:newsletter@indaso.com)

along with the

employee's name and

email address, and we'll

make sure that they

receive this newsletter!



## Need to set up a Service Call?

Call IDSI at: 248-543-5300

Press Option "2" for Tech Support or email:

[tech@indaso.com](mailto:tech@indaso.com) and we will be happy to assist you!

## IDSI Implements New Trouble Ticketing & Dispatching System

IDSI has invested in a new trouble ticketing system that will ultimately allow us to be much more efficient in the way that we track and handle service requests. The end result will provide great value to our clients.

Among other things, this new system will allow you to view and submit service requests via an online portal. Look for more communication on this as we go forward.

Another great feature within this application is the ability to convert an email from our clients into a "Trouble Ticket" within the dispatching system. This process will greatly reduce the amount of time in getting your issue addressed by our technicians and engineers.

Of course you can always call us by phone, however many of you already send emails to [tech@indaso.com](mailto:tech@indaso.com) when requesting service. This will remain the same, however the process is now streamlined for efficiency. Please remember when emailing us with a service request, to include as much detail as possible regarding the issue.

So again, be on the lookout for further communication regarding our internal automation. We look forward to the productivity enhancements that will surely flow through in value to our clients.

Jeff Cattin  
President/CEO, IDSI