



Setting New Standards in the Restoration Industry



The needs of our customers are immediate and clear.

Our customers require rapid, reliable and quality work from their restoration partners. FirstOnSite has introduced proprietary technology that allows us to capture and communicate job data quickly and digitally; in turn enabling our insurance customers to work quickly and transparently with their customers in their times of distress.

Our mission is to deliver rapid and superior disaster restoration services in times of emergency. We put things right — the right way — each and every time.

- We offer property owners the peace of mind that the job will get done quickly and professionally.
- We provide insurers with a coast-to-coast assurance of quality and consistent service so that they can confidently recommend us.

We are a corporate entity. Our corporate structure creates degrees of speed, scope and scale unequalled in our industry. It also enables unmatched abilities to seek innovations and technologies that help us meet the unique needs of our customers in our evolving marketplace.



Key *mobileCT* Benefits:

1. Accelerate job cycles
2. Streamline data capture
3. Improve service



The sketch tool enables Project Managers to create and share comprehensive diagrams of the job site.

New Era in Restoration Claims Processing.

FirstOnSite is committed to providing superior Customer Experience. Our most powerful Customer Experience initiative to date is the introduction of *mobileCT*: our proprietary software designed to streamline data capture, reduce job cycle times and ultimately improve service delivery coast to coast.

FirstOnSite *mobileCT* Software

- Powerful field-based mobile job management software that drives, tracks and manages restoration jobs in real time
- Integrates directly with our in-house claim management system (ClaimTrak) designed for the restoration industry
- Synchs seamlessly with industry standard software (XactAnalysis)
- Integrated email capability
- Real-time, on-site reporting: data gathering and uploading, on-line sketch tools, photo and document management
- Produces reliable and comprehensive site reports in hours instead of days
- Immediate communication capability with crews, property owners and adjusters
- Increases speed of estimates via built in reporting, scoping tools and estimate desk turnaround
- Eliminates majority of time-consuming paper based components of the business
- Continues to evolve along with the needs of our customers

Tablet Technology

- Windows-based, Wi-Fi and 3G enabled tablet
- Tablet loaded with *mobileCT* enables syncing from the field automatically
- Project Managers develop and upload data from the job site resulting in immediate and comprehensive initial site reports
- Ability to complete work from the field expands Project Manager job capacity (especially helpful during a CAT)
- Tablets have onboard enhanced GPS that enables efficient communication of new job assignments (especially powerful during a CAT)

Measuring Customer Experience

- Software is designed with process driven timeline triggers that stem directly from industry standards
- Ability to track against timeline triggers drives active management of every job
- Ability to measure and improve performance on local, regional and national levels
- National scope supported by ongoing training ensures consistency, speed and professionalism across all branches
- Ongoing innovation continually improves service delivery

Committed
to service,
leadership,
transparency.



60 Admiral Boulevard, Mississauga, Ontario L5T 2W1
| P | 905.696.2900 | F | 905.565.7562 | www.firstonsite.ca |