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July 20, 2004

Preeminent Technologies
535 Dock Street, Suite 111
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Bob,

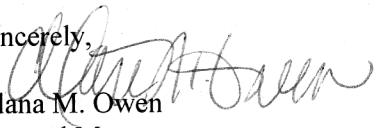
I implemented your Profit Max software into my company this past April. I was introduced to your product through Grandy and Associates in their Basic Business Boot Camp. At that time, I discovered I had a huge problem in my service department. Surprisingly enough it was not having the wrong sales price. Instead, I was either under billing or my service department was wasting a lot of time. Both problems I felt were insurmountable. I felt overwhelmed at the prospect of watching every minute and every service invoice. I had no idea how long it would take me to find the solution, implement that solution and then convince the employees of why they should welcome the change. After being introduced to Profit Max I learned those questions had already been answered.

I have only been in the HVAC field for a little over three years now; I am by all means no expert. But with Profit Max I don't have to be. Profit Max has become the tool I need to not only measure my service department's performance, but also set and raise the bar for my technicians. It has allowed me to know the company's and the technician's strengths and weaknesses. Just knowing where you need improvement is a great start. It has also allowed me the capability to let a technician's performance determine what his salary is. Unfortunately, in the past, our company had based wages by the squeaky wheel method. A detriment to morale and the quality of employee we were able to attract. Now with Profit Max, employees know what they have to do to get a raise and we are also able to show potential employees exactly what they can expect as an employee with Baggett Heating and Cooling.

The implementation of Profit Max was also a success. We solved several problems by simply letting the employees know we were watching. It was also a smooth process because, even though there was a learning curve, they knew they had concrete ways to prove themselves. The employees that want to succeed, and do that along with the company, were very receptive to the whole process. Now that it has become routine, they would be lost without it.

I just wanted to let you know how much we appreciate Preeminent's hard work. It truly has changed the culture of our company and we have only been using it for 4 months. I can not wait to see what a difference a year will make. Thank you for helping us be a better, more professional and more profitable company.

Sincerely,



Alana M. Owen
General Manager
Baggett Heating and Cooling