

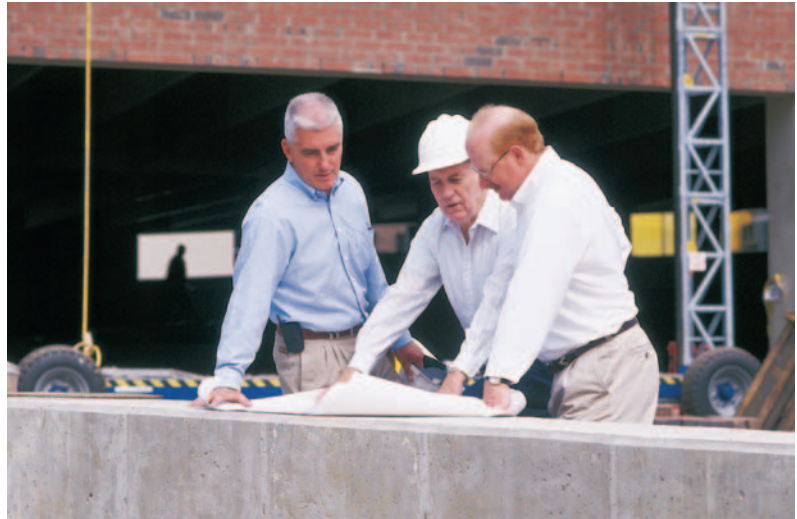
# What's Best.

## On Choosing Your Service Provider

NEWS & VIEWS FROM RICHARD N. BEST ASSOCIATES, INC.

**What's Best** is to make absolutely certain that any service agreement covering parking, access and revenue control meets your critical needs; ideally, such an agreement should include pricing by fixed contract or pre-determined hourly rate, rapid response for parts and repairs, preventive maintenance and, lastly, attentive service.

**What's Best** is when the service provider has a realistic understanding of your responsibilities; for example, management insistence on maintaining budget control while holding downtime to a minimum. In short, the service provider must view the service agreement as an essential lifeline, which demonstrates your effectiveness in risk management.



**What's Best** is our management team at Richard N. Best Associates with more than 100 years combined experience as systems integrators in the parking, access and revenue control industry. Since 1972, we've serviced more than 1,000 clients throughout Pennsylvania, New Jersey and Delaware; little wonder that 98 percent of our business comes from repeat customers and referrals.

**What's Best** is our attitude concerning service that begins the moment a service call is answered; team reaction is immediate at every possible level as our technician diagnoses and solves service problems. To handle part replacement, we warehouse an extensive inventory and make sure our service vehicles are well stocked.

**What's Best** is a thorough understanding of industry equipment; that's why, from technical planning and engineering to service, we are continuously striving to upgrade our skills. For software support, our customers can expect guidance on the operating system and other software upgrades, data backup and maintenance. Even better, we work with our customers to help them manage their own systems.

**What's Best** is our extensive product line reflecting the finest equipment from more than 35 manufacturers including Federal APD and IDenticard. In truth, manufacturers often recruit our experts as advisors in the pursuit and development of new products.

**What's Best** is our people; particularly the service technicians. These highly professional craftsmen, trained on the most current diagnostic repair equipment, have been carefully schooled in the manner of guild apprentices. Result: Lower overall service costs for our clients and an excellent return on investment.