

## PRESS RELEASE

### ISNetworld to Host 160<sup>th</sup> Users Group Meeting and Help Desk for 2009

Dallas, Texas (May 29, 2009) – ISNetworld (ISN) conducts Users Group Meetings (UGMs) and Help Desks for their Owner Clients and Contractors across the U.S., Canada and most recently in Australia. UGMs are hosted by an ISN Owner Client while ISN representatives administer the meetings. Contractors learn about ISN's functionality; such as how the Owner Client uses ISNetworld as a search tool for locating contractors based on grades, work types, area of operation, etc. These meetings also give Owner Clients and Contractors the opportunity to network with others from their respective industries.

ISN Help Desks are available for contractors to work one-on-one with an ISN Team member to review their account and ensure conformance with their Owner Client requirements. Throughout 2009, ISN has strongly emphasized the importance of Help Desks, as they have proven beneficial to Contractors.

Thus far in 2009, ISN has hosted a total of 155 UGMs and Help Desks. It is evident that ISN has made substantial progress in 2009 by increasing the frequency of in-person support to Owner Clients and Contractors within a larger geographical area.

In June, ISN will host its 160<sup>th</sup> UGM and Help Desk for 2009. ISN has already surpassed the number of meetings held in 2008. ISN's goal is to meet with at least 5,000 people at the UGMs and Help Desks by the end of 2009.

"We are pleased that we have been able to provide face-to-face support to a significantly larger group of our Contractors and Owner Clients in 2009. We greatly appreciate our customer's efforts to attend these meetings. It is our goal for our Users Group Meetings and Help Desks to provide our customers with a better understanding of the inner workings of ISNetworld, thus allowing them to grasp the full potential of our system," stated Joe Eastin, President of ISNetworld.

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Belinda Field, Director of Contractor Operations, added, "Though we provide daily support to our Contractors through phone and web trainings, it is important for ISN Representatives to be able to meet with our Contractors and Owner Clients in person, providing them with the assistance they need specific to their account. We are constantly improving the UGMs and Help Desks as we gather Contractor feedback from each of the meetings. Their feedback is helpful as we plan our future meetings to better assist the needs of our customers."

### About ISNetworld

ISNetworld is a service company that provides an online contractor/supplier management database designed to meet internal and governmental health, safety and environmental requirements. ISNetworld's Review and Verification Services (RAVS) validates contractor/supplier information. ISNetworld communicates health and safety standards and provides a method for subscribers to house documents, measure, compare and benchmark health and safety statistics. ISN provides a method of evaluation and communication between companies and their contractors. Contractor/Suppliers are also able to use the system to manage training and recording keeping requirements. For more information, visit [www.isnetworld.com](http://www.isnetworld.com).

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