The face of interaction
Equipment Rental e-Commerce

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Capital Markets Day

Feb. 19-20, 2001
To Prosper & Grow

We will Lead in this Technical Revolution with EFFICIENCIES in...

1. Strategic Accounts
   - E-FACTS

2. Employees
   - Online Open Enrollment

3. General Customers/Prospects
   - Web Site
1. Efficiencies for Strategic Accounts

E-FACTS
E-Facts

- Customer Benefits
  - 24 Hour access
  - Available at customers’ convenience
  - Manage multiple job sites, EASILY
  - User friendly environment (point and click)
RSC Benefits

- Defined National Account Program (more to sell)
- Better use of resources
- Became part of a process
- Customers ask for it!
E-Facts Users

- November 1999 to December 2000
E-Facts System Hits

› November 1999 to December 2000
E-Facts

▶ Video Clip of Customer Testimony...
You have successfully logged into the system.

Please wait...

User Name: [hidden]
Password: [hidden]

Best viewed with
Internet Explorer 5.5 or Netscape 4.7
Total Rental (YTD)

2000/01/15 To 2001/01/15

$6,614.01
$1,075.00
$13,506.80
$85,517.00

Account Numbers
3100626
3103043
3106276
3107125
2. Employee Efficiencies

Online Open-Enrollment
Benefits Open Enrollment Login

Please complete the following to access your personal benefits account information.

Social Security Number:  
PIN Number:  
(PIN Number is located in your ISP Personalized Fact Sheet)

Submit  Reset

If you have any questions or need further assistance, you may contact the ISP Benefits Department by phone at 1-877-769-0002 or via email.

Over 3,000 Enrollments!
3. 
Efficiencies for General Customers & Prospects

Web Site
Web Site Efficiencies

- Individual Store Pages
- Click-to-Connect
Click on an option below to connect.

**E-mail**
- Send us an email message.

**Call Me**
- "Call Me" and we will call you.
  - This option is available Monday - Friday 7am - 7pm (Central Time).
  - Requires a second phone line or direct connection to the Internet.

**Chat**
- "Chat" and we can text chat with you.
  - This option is available Monday - Friday 7am - 7pm (Central Time).
  - Does not require a second phone line.

**Meet Me**
- "Meet Me" to connect with a specific Customer Service Rep.
  - This option is used if you are currently speaking with a customer service rep and you are invited to enhance your call with an Internet connection.
  - Requires a telephone and Internet connection.

You are always welcome to contact us by calling (Toll Free) 877-869-2778.
Fill in the boxes and select "Connect" to have a representative call you.

First name: 
Last name: 
Company: PRIME/RSC
Phone Number: 407-627-4012
Choice: Call Back

Connect

Note: If you have only one telephone line and will remain online with your computer, we can call your cell phone number, if you enter it above.
Hi Ellen, I’m Joan, how can I help you?
Shop here and you can save from 10% to 15% on a wide variety of tools and supplies. We currently stock over 20,000 different items; all are not listed on this site.

If you don't see what you want, please e-mail us and we will put a price together for you.

NOTE: TOOL ZONE prices are available for online purchases only.
interaction
commitment, innovation

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Choose a brand

Tom Bennett, Business Area Executive for Rental Service, has merged its two divisions RGC and Primix.

The New Desoutter SD Screwdriver

the stock:

- ATLAS COPCO A-SHARE: SEK 231, 00 - 1, 50 (19/01)
- ATLAS COPCO B-SHARE: SEK 221, 50 - 2, 00 (19/01)
Also in Progress...

- More Powerful -- Used Equipment Sales, online
- Online Rental
- eCRM, eProcurement, eLearning, eMeetings
- Spanish & Canadian French
Rental Service Corporation’s World Class e-Business

Atlas Copco
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