

THE GATHERING OF EAGLES CONFERENCE 2013



CONFERENCE GUIDE

SOUND ADVICE

Provides

Live & Pre-Recorded Music



Sylvia & Tim Newman

Gathering of Eagles 2013



Welcome to Gathering of Eagles Conference 2013

“When it rains, most birds head for shelter. The eagle is the only bird that, in order to avoid the rain, starts soaring above the clouds.”

Welcome to Business Networks presentation of A Gathering of Eagles 2013! We're delighted that you have been able to join us and hope that your stay with us this week at the beautiful Snowbird Resort is both rejuvenating and informative.

We have put together an outstanding agenda this year with educative conference sessions as well as vendor user conferences showcasing some of the industry's leading professionals. We are also happy to have so many of our exhibitor partners here to share their latest products and services. Again this year, we're playing Bingo! You will be given a card to take with you to each vendor booth to have stamped. Once your card is full, please return it to the Business Networks booth to be entered into the drawings for some really great prizes!

We will have many opportunities to discuss current industry trends and issues. This includes three networking evening receptions in the Ballroom, panel discussions, noted speakers, and of course, the invaluable informal chats that come away from every conference.

We hope that you have a fantastic experience over the next few days and that you will find much to value in the exchange of ideas. If we can do anything to make your stay more pleasant or productive, please don't hesitate to let us know.

Les Cunningham and the BN Team
Business Networks

“T-SOAP Legend”

Team

Sales

Owner

Administration

Production

BD-Business Development

C-Consultant

EST-Estimator

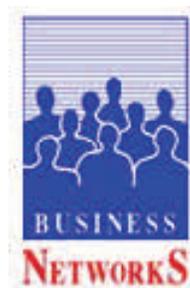
GM-General Manager

P-EST-Production Manager

V-Vendor

John ~ O
Smith

Restoration & Remodeling
BN35



Welcomes you to:

'Gathering of Eagles'
2013

snowbird utah.

#1 in North America

Snowbird and Alta were named the No. 1 ski resort in North America in 2008 by Outside Magazine.



Lifts~ One Aerial Tram, 10 chairlifts including four high-speed detachable quads and six doubles, North America's only skier tunnel and two surface lifts. Most lifts run from 9 a.m. to 4:30 p.m. except Chickadee, which is open until 8:30 p.m. for night skiing on Wednesdays, Fridays and Saturdays. Runs: 85.

Elevation~ Top of resort is 11,000-foot Hidden Peak, lowest point on the mountain is bottom of Baby Thunder chairlift at 7,760 feet. The 125-person Aerial Tram covers 2,900 vertical feet in approximately eight minutes.

Dining at Snowbird~ Snowbird's award-winning restaurants create unforgettable meals that rival the mountain and offer an experience for every palate and pocketbook.

Spa Facility~ The Cliff Spa offers a 28,000 square foot facility with 24 individualized treatment areas, exercise facilities featuring resistance equipment, free weights, a 15 meter roof top swimming pool and hot tub, sun deck, coed eucalyptus steam room, movement/yoga studio, and solarium. Each locker room provides a dry sauna, lockers, showers, grooming amenities and towels.

Cliff Spa Salon & Boutique~ The Cliff Spa Boutique offers Phytomer®, TARA®, and Redken®, products as well as an assortment of clothing, exercise and swim wear. Visit our boutique for your personal needs or special gifts.

Lodge at Snowbird Business Center~ Offering high speed internet access, a computer, a printer, copy services, fax machine and UPS/Federal Express services. High-speed wireless internet access is also available in the lobby.

Map included next page.

snowbird village map

summer season

CLIFF LODGE/CONFERENCE CENTER

- Aerie Lounge
- Aerie Restaurant & Sushi Bar
- Atrium Restaurant
- Camp Snowbird Children's Center
- Cliff Spa, Salon & Spa Shop
- Cliff Sundries
- Conference Center
- El Chanate Restaurant
- El Chanate Cantina
- Marco Polo's Silk Road Treasures
- Superior Snacks

SNOWBIRD CENTER

- Activity Center
- Aerial Tram
- Alpine Slide
- Baked & Brewed at the Bird
- The Birdfeeder
- Bungy Trampoline
- Center Sundries & Pharmacy
- Christy Sports
- Cottonwood Canyons Realty
- Event Center
- Forklift Restaurant
- Four-station Climbing Wall
- General Gritts Grocery & Deli
- Kühl Haüs
- Snowbird Sports
- Mechanical Bull
- Meeting Rooms: Alpine, Peruvian, Cottonwood, Columbine, Rendezvous
- Tram Car Pizza
- Plaza Deck
- Powder Shots/Superior Photo
- Steak Pit Restaurant
- Ticket Sales
- Tram Club
- Wasatch Mining Company
- Wine & Liquor Store
- Wings, the Snowbird Logo Store
- ZipRider®

LODGE AT SNOWBIRD

- Aspen Room
- Lodge Bistro
- Lodge Bistro Lounge
- Willows Room
- Sun Room

THE INN

IRON BLOSAM LODGE

- Wildflower Restaurant

CREEKSIDE LODGE

(open winter only)

Entry One

Entry Two

Entry Three

Entry Four

To Alta:
1.5 Miles

Superior
Parking
Lot

Covered
Parking

Peruvian Express
Detachable Quad

Aerial Tram

Austin Pond

Forever Young
Zone Boundless
Playground and
Pavilion (summer)

Basketball/
Shuffleboard
(summer)

Tennis Court
(summer)

Wilbere Chairlift

Gad Valley
Parking

Mid-Gad Chairlift

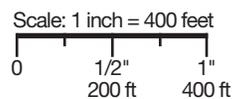
GadZoom
Detachable Quad

To Baby Thunder
Family Area

Little Cottonwood
Canyon Road

To Salt Lake City: 25 Miles

Walking Paths



Xactware: Wasatch B Room Friday 8am-12....Level 1 Review** \$50
Friday 12:30-4:30....Level 2 Review** \$50

**These classes prepare you for Xactimate certification (their charge is \$100 per exam)
which can be done at:

<http://www.xactware.com/store/SelectCat.do?catId=196>

INSTRUCTOR: Brad Williams ~ *Instructor @ Xactware*



XACTWARE.

Brad Williams has been working with Xactware since 1999 starting with the Technical Support department. Now a Senior Trainer, his experience includes over two years of educating hundreds of Contractors, Independent Adjusters, Major Insurance Carrier staff, and other reconstruction individuals throughout the United States. In particular, he's also developed multimedia and web-based enhancements to Xactware's Virtual Classroom Instruction, and is one of the few trainers to have a mastery over all of Xactware's range of products. Brad has an abiding love for Xactware and its' products and consistently scores in the 98% with all quality feedback surveys.

Sandler Sales: 9am – 12pm ~ (Superior A Room) (Free) “Managing your Employees”

Using Extended Disc to Save Time and Money in Your Company – What does it show you and how you can use it throughout your company for comprehensive hiring, training, and reviews.

Sandler Sales: 1pm – 4pm ~ (Superior A Room) (Free) “Lack of Sales or Lack of Leads?”

Do I need a Hunter or a Farmer? What makes them different? Who do I have now? Are they the right person for the job?

INSTRUCTORS: Jim & Joan Stephens ~ *Owners @ Crossroad Boise*



Sandler Training
Finding Power In Reinforcement®

Jim Stephens is the Sandler Training ® Authorized Trainer in Boise, Idaho. Jim is a dynamic conference presenter and national speaker and has presented at numerous sales & industry functions. He combines a twenty five year background in entrepreneurial creation of small businesses, sales & company management with ten years of Sandler Sales & Management training and event speaking.

Restoration Manager: 1pm – 4pm ~ (Superior B Room) (Free)

“Here’s what we find people are not using”

For this session we will review some easily implemented features that can speed up your job process and save you time. Questions are encouraged.

INSTRUCTOR: Matt Doerfler @ Service Software



Restoration
MANAGER•NET®

Service Software LLC has been doing construction and restoration software since 1993. Thousands of users are on our systems every day and we work hard to ensure our customers succeed. We take pride in having the best customer service and technical support. Contact us at 800-583-8474 or email us at Sales@ServiceSoftwareinc.com

Xactware: Wasatch B Room Saturday 8am-12....Level 3 Review** \$50

Saturday 12:30-4:30....'Reports & Software it Hooks To'** \$50

**These classes prepare you for Xactimate certification (their charge is \$100 per exam)
which can be done at:

<http://www.xactware.com/store/SelectCat.do?catId=196>

INSTRUCTOR: Brad Williams ~ *Instructor @ Xactware*

Restoration Manager: 8am-12pm ~ (Superior B Room) *Lunch on us from Noon till 1pm*

“Sales/Marketers and Smartphones” (Free)

See how successful RM customers are using the smartphone and tablet apps for their workers in the field. A must-see session!

“PM’s/Estimators and Mobile” (Free)

Learn more about the capabilities that your project managers and estimators have on their smartphones and tablets in the field. Questions encouraged.

INSTRUCTOR: Matt Doerfler @ Service Software

Quickbooks Training with Nancy Klein: 8am – 10am ~ (Boardroom) (Free)

The Wonders of Quickbooks - Learn some of the secrets to getting the information you need from Quickbooks, whether you have a \$500,000 or \$5,000,000 company. Discover ways to set up Quickbooks and format custom reports to meet your management needs.

INSTRUCTOR: Nancy Klein



1980 - Graduated with a BS in Elementary Education

1980 – 1985 Teacher in Sandy, Oregon

1985 – 2012 Owner, Controller of Klein’s DK1.

I have used Quickbooks since it was created in 1991. I started consulting and helping owners and bookkeepers with accounting and Quickbooks in 1995. BN Member 2002 – 2012.

Legend Brands: 8am – 12pm ~ (Magpie A Room) (Free)

“Estimating for Efficiency, Best Practices, & Principles”

Learn more than how to use the software – increase your efficiency and accuracy with Xactimate while decreasing your administration time. Spend a day with the only approved affiliate trainer that is also an IICRC Water Damage instructor, with training delivered from both residential and commercial project management and scoping experience. Gain real world skills you can directly apply to your restoration business. Certified User training programs are important to learn the software, but practical skills to minimize time while boosting your effectiveness are more critical than ever in an industry where time is a premium.

INSTRUCTOR: Mitch Byrom @ Legend Brands



HSG/CodeBlue: 12noon-1pm ~ (Magpie A Room)

We are pleased to have been invited again by Business Networks to join you at the Gathering of Eagles. We are impressed by the sharing and learning that takes place in such a beautiful setting. Pam Stowe, our Affiliate Relations Manager and I will be available both Monday and Tuesday to answer questions and provide information to any of the attendees. In addition, Pam and I would like to offer time for one-on-one meetings during Saturday (Jan 26) to any companies that are already members of the Codeblue Network. During these individual meetings we can discuss:

Your companies profile status with Codeblue

Claim performance and ranking

Coverage areas

Pricing

Issues you have had with Codeblue claims

In order for us to prepare properly for the meeting please sign up through Dawn ASAP. The available meeting times on Saturday are: 9am, 10am, 11am, 1pm, 2pm and 3pm.

Look forward to seeing you all in Utah. Bruce Jensen, Director of Affiliates, HSG/Codeblue



Interlink Supply: 8:30am-11:30am ~ **“Overcoming Documentation Battles”** (White Pine Room) **(Free + receive a \$50 gift certificate good at any Interlink Supply location)**

A few questions:

Are adjusters slashing invoices without just cause?

Are the hassles of monitoring and data logging sucking the profits out of jobs?

Do you find it difficult to validate loss categories and air scrubber use?

If you answered yes to any of these, this seminar is for you!

This jam-packed, three-hour presentation will demonstrate strategies, tactics and products that “verify” your work, so you get your price every time. In addition, these processes will improve your efficiency and professional image; adding to your bottom line and distinguishing you above your competition. Interlink Supply will debut at this meeting a million-dollar plus developed product that will knock your socks off!

Instructors:

Dave Hanks - 35 year industry veteran and co-owner of Bridgewater Companies (dba: Bridgepoint and Interlink Supply).

Brent Bowthorpe – 30 year industry veteran and owner of Delta Business Solutions and Class One Disaster Recovery Service.

****Admission is better than FREE!*** All attendees receive a \$50 gift certificate good at any Interlink Supply location (57 locations nationwide), no purchase necessary.

INSTRUCTOR: Dave Hanks @ Interlink Supply



Client Runner: 9am – 10:30am ~ (Magpie B Room) **(Free)**

“Leveraging Partnerships and Third-Party Integrations”

10:30am – 12pm ~ (Magpie B Room) **(Free)**

“Restoration Marketing 2013: Hottest Trends or Proven Methods?”

1pm - 5pm ~ (Magpie B Room) **(Free)**

“Advisory Panel – Beta Review”

*Interested in helping to shape the industry’s newest and most appealing software? You can’t miss this opportunity! Help refine a software solution unlike any other that works **for** your company. (Open to all current ClientRunner Software users and non-user attendees – **FREE**).*

INSTRUCTOR: Scott Severe @ ClientRunner



Scott Severe serves as President/CEO and Co-Founder for ClientRunner Software Inc. Over the past 25 years, Scott Severe has owned, co-founded, consulted for and provided sales and executive leadership for many influential companies such as Xactware Inc, CodeBlue, CSG Workforce Partners, FGS Franchising, Severe Inc, and multiple restoration and trade construction companies. Scott’s background and ability to deliver powerful, measurable results has helped him become a leading consultant to restoration specialists, trade contractors, and technology companies looking to maximize market penetration for property services targeting the insurance claims industry.

Sandler Sales: 9am – 12pm ~ (Superior A Room) **(Free)** **“How to Harness your Strengths”**

Is your entrepreneurial spirit helping or hurting your people management? How to harness your strengths to manage more effectively.

1pm – 4pm ~ **Sandler Sales** (Superior A Room) **(Free)**

“Vendor, Supplier, or Trusted Advisor? A.k.a. Stop sales malpractice and build a team of sales superstars.”

In this 3-hour fast paced workshop you will discover: 5 strategies to transform your brand promised and jump start a marketing makeover for your firm. A 7-step process to escape wimp junction and become a trusted advisor. How to identify the 4 symptoms of the Victim Trip and the 4 steps of empowerment that will defeat dysfunction in your organization. The formula for developing Sales superstars and avoiding hiring malpractice. The holy grail of coaching your team to identify and overcome hidden roadblocks.

INSTRUCTORS: Jim & Joan Stephens ~Owners @ Crossroad Boise



Restoration Manager: 1pm – 4pm ~ (Superior B Room) **(Free)**

“Equipment and Consumables Tracking”

A detailed look at the capabilities of the built-in equipment tracking system and RM. Discussions on hardware and most-effective devices for your operation.

****Also a sneak peak at our Version 5.0 of Restoration Manager – a whole new look!****

INSTRUCTOR: Matt Doerfler @ Service Software

DASH Enterprise by Next Gear Solutions: 1pm – 5pm... (Red Pine Room) **(Free).**

Advanced Job Management Training in DASH Enterprise including mobile management training on our new mobile app, with Chad Flowers.

INSTRUCTOR: Chad Flower @ NextGear Solutions



DASH Enterprise, the ultimate management system for the restoration contracting industry, is the most advanced online management software in the restoration industry. This web-based management system allows restoration contractors to streamline all their job management, marketing, contacts, equipment, calendar, reporting, accounting and estimating into one integrated system for maximum efficiency across your organization. It is a comprehensive system that is an all in one package that will not only grow your business, it will change the way you run your business forever. With its customizable features, field mobility, innovative development and world class support, DASH Enterprise is the premier restoration software for any restoration company.

'UTAH JAZZ vs. PACERS'

Tipoff starts @ 7:30pm

Depart from Cliff Lodge lobby @ 6:30pm

Xactimate: - 8am-4:30pm Wasatch A & B Rooms **Contractor's ONLY***

"Making Sure Your Xactware Bid is Going to Yield What You Need". \$199

***Each attendee must have passed Xactimate Level One Certification and show proof of having done so.**

INSTRUCTORS: Josh Ickes & Doug Lipinski @ Taylored Restoration

*Assisting: Trent Taylor & Gordon Sanders @ Taylored Restoration



Taylored Restoration is in business to serve our community **"Because We Care!"** We have been caring for your homes and businesses for over forty years. Owners Trent Taylor & Doug Lipinski tell us they are on pace to complete approximately \$17 million in volume this year. Taylored Restoration covers Alaska with 3 offices, one each in Fairbanks, Wasilla and Anchorage. They will however work in the entire state if needed, from Dillingham to Kaktovik to Juneau!!

8-9am...Speaker: Mike Fulton, Xactware VP of Pricing Data Services, will speak on

'Current Industry Software Issues' then Q & A session.



XACTWARE.

Mike Fulton, Vice President of Pricing Data Services at Xactware Solutions, Inc.. Mike has been with Xactware since 1992. The Pricing Data Services Division provides several key support roles to Xactware, including research and publication of Xactware's building cost and personal property replacement data, consulting and design assistance on estimating functionality. During his tenure, Mike has also filled several key roles as a lead consultant on post-catastrophe pricing and the ILX Construction Training product. Mike has been actively involved in the residential and commercial construction industry since 1979 as a contractor, estimator, and project manager. He remains a licensed GC today. Mike has also been recognized by the Institute of Inspection, Cleaning, and Restoration Certification (IICRC) as a Certified Water Restoration Technician. He is a graduate of North Metro Technical Institute in Atlanta, GA.

5:00-6:30pm: **Welcome Cocktail Reception & Les' book signing,**

'Accountability Through Transparency'

(Live music in the Ballroom)



6:00-7:30am: Continental Breakfast (Ballroom)

7:30-7:32am: Opening Remarks- Les Cunningham & Jim Stephens

7:40-8:40am: Keynote Speaker – Mark Speckman. **'Figure it out'**



Mark Speckman enters his first season as Head Football Coach at Menlo College after achieving remarkable success at both the college and high school levels. Coach Speckman spent the last 17 years, the last 14 of them as head coach, at NCAA Division III Willamette University in Salem, Oregon. Under Speckman, the Bearcats were an impressive 82 – 59 (.582) including an outstanding 47 – 28 (.627) in Northwest Conference play. A California native, he was born without hands and played football at the college level. He also works as a motivational speaker.

9-9:45am: 2012 Numbers Results, Les

10-Noon: Panel & All Attendee Discussion. Speaker-Jon Miko.

'Case Study: Review of All Current 10/10 Litigation & How to Protect Yourself'



Jonathan Miko joined Alacrity Services, LLC in 2004 and currently serves as the Chief Operating Officer. Alacrity Services established itself in the direct repair network industry in 1999 and currently boasts a nationwide network of over 1,200 restoration and repair professionals. Prior to joining Alacrity, Jon practiced law in New Jersey, New York and Oregon. Jon resides in Eugene, Oregon with his wife and 2 children, and enjoys hunting, fishing and skiing.



Adjourn at noon for lunch on own and Snowbird activities (skiing and snowmobiling)

5:00-6:30pm: Cocktail Reception, networking with members and vendors. (Ballroom)

'UTAH JAZZ vs. Houston Rockets'

Tipoff starts @ 7:00pm

Depart from Cliff Lodge lobby @ 6:00pm

6:00-7:30am: Continental Breakfast ([Ballroom](#))

7:30-7:32am: Opening Remarks- Les Cunningham & Jim Stephens

7:40-9am: Panel and All Attendee Discussion. ***'Business Development – What's Currently Working?'***

Panel: Mark Dardozzi, Steve Sorkin, Jaime Toigo.

9:30-11am: Panel and Discussion. ***'Taking Over the Family Business'***

Panel: Chip Cunningham, Jim Rable, Trent Taylor, Charles Russell Sr., Charles Russell, Jr.

11:15-Noon: Les & Jim- ***"Where Do We Go From Here?"***

Adjourn at noon for lunch on own and Snowbird activities (skiing and snowmobiling)

5:00-6:30pm: Cocktail Reception, networking with members and vendors. ([Ballroom](#))

6:00am-7:30am: Continental Breakfast in the [Golden Cliff/Eagles Nest Room](#)

7:30-7:32am: Opening Remarks- Les Cunningham & Jim Stephens

7:40am-Noon: Industry Summit Meeting (the future of the industry & what you can do about it).

Facilitator: Les Cunningham

(Each presenter will speak 5-10 minutes on their topic and then open it up for discussion. We will move on to the next presenter after a thorough discussion or we begin to repeat ourselves).

Thermapure Lawsuit-----Ernie Storrer

Xactimate Pricing-----Mike Fulton

State Farm Program-----Greg Mier

How Clean is Clean?-----Dan Bernazzani, PhD

CCA Global~Lionsbridge-----Steve Pigman

Eagles concludes at noon

PANEL MEMBERS

'Business Development – What's Currently Working?'

Panel: Mark Dardozzi, Steve Sorkin, Jaime Toigo.

~Mark Dardozzi, Elegant Restorations, Inc~



At Elegant Restoration, Inc., we have the experience and training to provide the best inrestoration, renovation and remodeling. Our expert team actively manages daily operations and has been working in the commercial, institutional and residential construction industries for well over 20 years. Our goal as a company is to establish a reputation for providing the highest quality services in the northern Maryland area. Our expertise in construction, as well as our familiarity with shell building systems, makes us uniquely qualified to provide quality restoration, renovation, and remodeling services. Our list of satisfied clients continues to grow and we would welcome the opportunity to add your project to our list of successful relationships.

~Steve Sorkin, ARS Services Inc~



ARS Restoration Specialists, **Always Ready to Serve**, specializes in 24/7 emergency disaster restoration and reconstruction services for residential and commercial properties. ARS can respond to any loss, emergency or claim involving flood, water, fire, smoke, mold, lead or asbestos remediation, clean up or restoration, whether large or small. ARS has 20+ teams of expert restoration responders working 24/7/365 to meet your emergency needs. Our teams are nationally trained and certified so they can provide the best possible customer service.



~Jaime Toigo, Service 1st Restoration & Remodeling~



President, Service1st Restoration & Remodeling

Jaime Toigo has been President and Owner of Service1st Restoration & Remodeling since 2005. Service1st, located in Central PA, is a Full Service Construction Company focusing on Property Disaster. Service1st's extensive qualified services include 24-hour emergency board-ups, fire restoration and structure cleaning, smoke and odor removal, emergency water mitigation, mold remediation, demolition, content restoration, content inventory/pack out and storage as well as complete reconstructions, remodeling and general construction services. The team at Service1st has built the business within the community focusing on providing great service. With Jaime's belief that a company can do good and do well at the same time, the Service1st team commits time every year to the success of the "Hottest Of" Disaster Recovery Charity. Jaime started the charity to celebrate the heroic work of our firefighters and to give back to local victims of disaster.

PANEL MEMBERS

'Taking Over the Family Business'

Panel: Chip Cunningham, Jim Rable, Trent Taylor, Charles Russell Sr.,
Charles Russell, Jr.

~Chip Cunningham, Evans Garment Restoration~



As restoration specialists, Evans has a specific, time tested process to handle any type of loss that would affect garments, textiles and soft goods that would require them to be cleaned. From everyday occurrences such as fire and water damage to major environmental events such as tornados, hurricanes, earthquakes and forest fires, Evans is ready to help!

~Jim Rable, United Services of St Louis~



Since its inception in 1988, United Services has grown and evolved into one of the state's most specialized disaster recovery specialists. Our company was one the original "restoration specialists." The founders of our company started this business from a spare bedroom in their home. Quickly, the business grew. Within the first year, the company had its first real office, which was nothing more than a 900 square foot home off of Dorsett Rd in St. Louis. In the first year of our company, our real focus was new construction; however, that would change quickly. In 1990, our company was approached by First General Services, a specialty franchise looking for contractors across the country to become a part of their growing restoration organization. With a small business loan limit of \$60,000, it was a great leap of faith to join First General because it cost the company \$40,000. It was our company goal to jump head first into this business and First General was giving us that opportunity. They helped train us in areas like smoke cleaning, smoke odor deodorization, water extraction, and mold remediation. All of these were areas that a typical contractor would have no idea how to handle. They also taught us to realize that just because a property has been damaged by a fire, water, or some other type of peril it may not be as bad as it looks. After 5 years with First General, our President, along with several other First General Franchisees, left First General to form a new organization. They called it United Services. This was basically a small group of independent restoration contractors that would meet several times a year to share ideas on the restoration business and constantly challenged each other to be among the best restoration contractors in the country. Today, our company has its home base in Earth City, MO. Our services have expanded from new construction to handling every aspect of a property damaged by some type of disaster like fire or water.

~Trent Taylor, Taylored Restoration~



Trent grew up in the business since 1991 and has worked in all aspects of the company from drywall to carpet cleaning eventually settling in to restoration. As co-owner of the company, Trent is now managing the Mat-Su and Fairbanks locations as well as a member of the Leadership Team in Anchorage. Trent's certifications include training from the IICRC in Water Damage Restoration, Odor Control, Master of Fire & Smoke Restoration, Carpet Cleaning, Carpet Repairs & Installation, Upholstery & Fabric Cleaning and Commercial Carpet Maintenance. He is also a Master Textile Cleaner and Certified Mold Remediator. Trent had also participated in the rewrite sub-committee nationally for the IICRC S-250 Mold Standards Document. When Trent isn't busy with Taylored Restoration, he is enjoying life with his wife, Kristin and 4 daughters, Jazmin, and twins Tiana & Toni and Liv. They really enjoy fishing, hockey, skiing and traveling. They truly enjoyed their travels to Canada for the 2010 Winter Olympics as well as a trip of fly fishing and exploring to Argentina. Trent is a member of the Gomez Foundation and enjoys helping kids learn to play hockey.

PANEL MEMBERS

'Taking Over the Family Business'

Panel: Chip Cunningham, Jim Rable, Trent Taylor, Charles Russell Sr.,
Charles Russell, Jr.

~Charlie Russell Sr~



~Chuck Russell Jr~



Westhill

The Westhill experience, it makes all the difference.

We provide a comprehensive and coordinated home improvement experience, from design and planning to construction to seasonal maintenance long after the project is completed. We coordinate and manage all the trades, resources, schedules, budgets, and details needed for any project, so you don't have to

SUMMIT PRESENTERS

Thermapure Lawsuit, Ernie Storrer ~Injectidry



BA in Marketing, University of Puget Sound, Tacoma
Certified by: Institute Of Inspection Cleaning & Restoration Certification (IICRC)
Water Damage Restoration (WRT)
Applied Structural Drying (ASD)



Manufacturing:

In cleaning & restoration since 1973 and the president of Injectidry Systems, a firm specializing in the manufacturing of specialty water damage restoration equipment.

Contracting:

The president of Bales Restoration DKI, a contracting firm specializing in water damage mitigation and mold cleanup serving the greater Seattle area.

Not-for-profit:

Past President of Carpet Cleaners Institute of the Northwest (CCINW), a four state and 3 province trade organization. Served as chairman of the Education Committee and was a past editor of *Western Cleantalk*, a regional trade publication.

Industry volunteer: Section writer and editor of IICRC S-500 Water Restoration Standard various editions

Inventor and Patent Holder: unique drying technologies

Injectidry Trapped Moisture Ventilating System

Vacuum drying systems for hardwood flooring and hard surfaces

Holder of several U.S. Patents on drying processes and equipment

Presenter at: ASTM Johnson International Mold Symposium 2009 at University of Vermont

Presenter at: International Building Science Symposium 2012 Boston

SUMMIT PRESENTERS

Xactimate Pricing, Mike Fulton ~Xactware



Mike Fulton, Vice President of Pricing Data Services at Xactware Solutions, Inc.. Mike has been with Xactware since 1992. The Pricing Data Services Division provides several key support roles to Xactware, including research and publication of Xactware's building cost and personal property replacement data, consulting and design assistance on estimating functionality. During his tenure, Mike has also filled several key roles as a lead consultant on post-catastrophe pricing and the ILX Construction Training product. Mike has been actively involved in the residential and commercial construction industry since 1979 as a contractor, estimator, and project manager. He remains a licensed GC today. Mike has also been recognized by the Institute of Inspection, Cleaning, and Restoration Certification (IICRC) as a Certified Water Restoration Technician. He is a graduate of North Metro Technical Institute in Atlanta, GA.

State Farm Program, Greg Mier ~State Farm



Greg Mier is a Staff Consultant in the P&C Claims Fire Estimatics area of the State Farm® Fire and Casualty Company. His responsibilities include strategic planning and oversight of State Farm estimatics business partners, and serving as the primary contact for industry and trade association relationships. He was part of the original team that developed the State Farm Premier Service and mitigation programs.

A native of Louisiana, Greg joined State Farm in 1986 as a fire field claim representative. He has spent his career at State Farm in Claims, with a focus in the fire estimatics area.

Greg holds a bachelor degree in Business Management from McNeese State University in Lake Charles, La. He has earned the Certified Graduate Remodeler designation, Six Sigma Green Belt Training, IICRC Applied Structural Drying certification, and Water Damage Restoration certification, as well as the Associate in Insurance Claims and Associate in Insurance Management designations.

How Clean is Clean?, Dan Bernazzani, PhD ~Flood Safe Habitats



Dr. Daniel Bernazzani is Founder and President of Flood Safe Habitats. He is an indoor environmental professional whose credentials in the field date back to the 1980's. His interests and areas of research are primarily in effectively restoring wet buildings and how mold and other microorganisms affect the built environment.

The mission of the Flood Safe Habitats is to identify and inform volunteers and flood victims on the procedural standard of care that establishes and maintains the health and safety of workers and occupants in flooded habitats. The Foundation also ensures that when flood victims conduct flood remediation activities themselves, that they be sufficiently informed to conduct such efforts with professional guidance that offers reasonable assurance that work can be completed in accordance with the industry's "standard of care."

CCA Global-Lionsbridge, Steve Pigman ~CCA Global



CCA Global Partners is one of the largest privately held companies in the United States with 12 distinct businesses, more than 2,700 locations producing aggregated annual sales in the billions of dollars. CCA Global Partners is a leader in developing programs and services that help independent business owners reach a higher level of success both personally and professionally.

BUSINESS NETWORKS WOULD LIKE TO THANK

SUNBELT RENTALS

FOR THEIR SPONSORSHIP OF OUR KEYNOTE SPEAKER.



You can always rent with confidence from Sunbelt Rentals knowing we'll provide what you need, when you need it – guaranteed. We offer **24-hour emergency service**, protection against equipment theft or damage, and comprehensive solutions through our specialty divisions.



Thank you! ~BN TEAM

BUSINESS NETWORKS WOULD LIKE TO THANK

The Home Depot

FOR SPONSORING MONDAY'S CONTINENTAL BREAKFAST



The Home Depot is your top source for building materials, from large-scale renovations to small do-it-yourself projects. Find all the building materials you need including: [concrete](#) and cement, roofing, insulation, [HVAC parts](#), fireplace screens, furnaces, drywall, and [plexiglass](#). Find a large selection of the top brands in building materials at great values.

Whatever project you are working on – repairing [roofing](#), laying [pavers](#) in the yard, replacing the siding on your home's exterior, installing gutters, adding a touch of style with a new fireplace or hearth, insulating your attic, fencing your yard, looking for hard-to-find hardware, or need the right size [ladders](#) for your home improvement jobs – you will find it at The Home Depot: the best resource for building materials for do-it-yourselfers and professionals.



Thank you! ~BN TEAM

BUSINESS NETWORKS WOULD LIKE TO THANK

Evans Garment Restoration

FOR SPONSORING GATHERING OF EAGLES 2013



As restoration specialists, Evans has a specific, time tested process to handle any type of loss that would affect garments, textiles and soft goods that would require them to be cleaned. From everyday occurrences such as fire and water damage to major environmental events such as tornados, hurricanes, earthquakes and forest fires, Evans is ready to help!



Thank you! ~BN TEAM



American Restoration Insurance

American Restoration Insurance Brokers (ARI Brokers) was designed to provide specialty insurance programs to the restoration contractor.

The principles of ARI have been involved in different situations where proper coverage at an affordable price was not available to restorers. Seeing an overwhelming need to remedy this problem, ARI Brokers was established. In an effort to better educate themselves in the restoration industry, all ARI agents are required to be IICRC certified. This specific knowledge gives unique insight into the coverage needs for our customers. ARI is solely dedicated to this industry, we only insure businesses that are part of the Restoration & Clean-up industry.

ARI is dedicated to understanding the complex needs and exposures of the Restoration Industry. Similar to our expertise in insuring the environmental and professional exposures, we take an active role in developing the total insurance program. This includes insurance for property, tools and equipment, workers compensation and commercial autos. We design specific programs to fit the unique needs of each business. In this industry, we know that no two businesses are alike!



Assured Software is the leader in restoration industry software since 1997. Our experienced team is here for you. We provide business operations solutions for restoration contractors who specialize in disaster recovery.

New! Assured PackOut: Record contents with an iPad! Get professional contents listings - fast! Very little training required!

Job Management Software: streamlines your business and gives you fast access to the details of all your restoration jobs.

Contents Management Software: gives you quick inventory lists for easy pack out, cleaning charge calculations, insurance claims and pack back.

Designed for the restoration industry, Assured Software makes every task easy.

See how you can benefit from Assured Software.



ClientRunner is the best software for restoration management in the market, hands down! Simple, Powerful and Affordable, ClientRunner's tools offer quick mastery of organization, awareness and communication with your jobs, customers, adjusters, estimators, job notes, contacts and more.

Simple Powerful Affordable



Jim & Joan Stephens

CrossRoads Business Development, including the Sandler Training franchise for Idaho features coaching and training with Jim Stephens, who's background includes 25 + years selling.

CrossRoads was founded in 1999 by Jim and Joan Stephens. Looking for sales training for their own employees, in 3 separate companies, Stephens found that the Sandler Training system incorporated long-term, incremental learning with the Sandler system to create long-lasting change.

In transitioning from working 80+ hours per week and wearing all the hats, to an owner who does not participate in the day to day workings of the company, Jim is passionate about helping other business owners realize their personal freedom and goals through business change.



First General Services North America is a franchise system specializing in the full service restoration of property damage due to insurance claims. Once you join our network, we will develop a customized mentoring plan with you. This plan is then delivered by a personal executive coach who will help you perform at a superior level, within a set of key performance indicators, thereby allowing us to promote you to regional insurance carriers. Ongoing operational and business support is provided through education and inspiration with accountability and integrity. To grow successfully, there are conferences, meetings and monthly calls that give you the opportunity to network with other franchisees. Our fees are the lowest in the industry and our offer comes complete with a satisfaction guarantee. WE INSPIRE THE CONFIDENT LEADER WITHIN YOU.



First Choice Repair, based in Jacksonville Florida, is a third party administrator offering a Managed Repair Program that provides a network of national, regional, and local credentialed contractors to assist the policyholders of property insurance carriers with restoration (Roofing, Mitigation, Flooring, Tarping, Board Up, Debris Removal and General Contracting) after damage from a claim. The First Choice Repair solution offers homeowners a certified and capable contractor, which provides quality and expedient restoration services, an extended warranty on work performed, and ensures customer satisfaction providing a turn-key management solution to carriers.

By working closely with our contractor and carrier partners, we at First Choice Repair are committed to providing the most outstanding customer service experience during the most stressful of times after a catastrophe. Feel free to contact us 1-800-587-4243 to speak with a customer service representative or visit our website at www.firstchoicerepair.com



GPS Outfitters has over 14 years of experience in the GPS industry, offering a wide range of custom tracking, integration, and training solutions for consumer, military, and fleet customers. The company's unique blend of manufacturing capability, technical expertise, and personal service takes the intimidation out of GPS solutions, and offers affordable, reliable products that are custom-tailored to each customer's specific needs.

Dave Ryberg is a GPS Industry expert with over 24 years of experience in electronic navigation systems. He has written, produced, and directed over 50 training programs for consumer GPS systems, managed technical publications and advertising of Garmin's outdoor, marine, and aviation product lines, and developed a wide range of third-party GPS antennas, carrying cases, and other accessories for consumer, fleet, and military applications of GPS. His unique understanding of the GPS market covers all phases of the industry from manufacturing and distribution to sales and training. He has consulted with the biggest players in GPS, including Garmin, Magellan, Lowrance, and GeoTab; worked with a host of national retailers, including Wal-Mart, Cabela's, and Bass Pro Shops; and helped develop military antenna solutions for Lockheed Martin, BAE Systems, General Dynamics, and the US Army.



The nation's best contractors, remodelers, and home builders rely on GuildQuality's customer satisfaction surveying, performance reporting, and marketing resources to help them deliver exceptional service, and to promote the quality of their work to prospective customers. For more information, visit www.GuildQuality.com.



CodeBlue offers expert, end-to-end claims management outsourcing solutions that yield the best cost and service outcome for every carrier. We use innovation, active management and the highest standards in process design and technology to reduce claim response time, lower severity costs, minimize adjustor burden and deliver unprecedented service for your policyholder.



iCAT Solutions Inc., the innovators of Fast Packout® technology, provide a complete operational solution for contents restoration companies. iCAT's product offerings to the marketplace continue to grow and evolve, expanding to encompass new technologies and applications that provide enhanced business functionality for their clients. Their products include contents restoration software, a salvage auction site, and soon will expand to offer a real time LKQ service.

*iCAT's primary offering, **iCAT in the CLOUD**, offers a fully mobile business solution to the chaos of managing a contents company. Supported by true cloud architecture, **iCAT in the CLOUD** empowers contractors to maximize internal efficiencies, and manage volume in a way that doesn't disrupt workflow or productivity. This software allows contractors to leverage mobile smart devices to enhance their packout productivity and effectiveness, then uses the packout data to support and drive their current productivity workflow, reporting and processing. iCAT also allows contractors to leverage web portals to provide policy holders with job transparency and improved customer service.*



Injectidry was formed to develop specialized **drying equipment** that dries structures quickly, using the least invasive methods. Our goal is to develop products which help the **water damage** restoration industry limit the damage to structures as well as the environment in the surrounding area. Our company's vision is to produce products that make it possible to minimize replacement cost whenever possible, expedite the drying process and keep our environment healthy.

We engineered and fabricated components for drying systems such as the HP60 (INJ01) and HP-PLUS using a "regenerative blower". From a pure physics standpoint, it has all the solutions, as it had the ability to deliver consistent air movement with the pressure needed. The accompanying delivery system did not exist, i.e. a system of hoses connectors, injectors, etc. that are needed to move the air from the compressor to the interior of the structure. We designed and created Active Hoseline as well as injectors to accomplish the task of delivering the air where it was needed. The holes needed to deliver and receive the dry air only measure 3/16 of an inch, and can be repaired with texture. Many do not even require painting as they can be hidden behind most baseboards. We continue to improve our products and product line.



To supply our customers with the very best products, then support those products with the very best training and implementation assistance to make our customers the most successful cleaning, restoration, and remediation companies in the world.



Legend Brands companies - Dri-Eaz, ProRestore, and Sapphire Scientific - produce water damage restoration equipment, deodorizing and antimicrobial cleaners and sanitizers, fire restoration solutions and professional carpet cleaning equipment including truckmounts, portables, accessories and cleaning solutions. Our team of industry experts works hard to enhance the performance of products, simplify maintenance and operation, and build the very best made-in-the USA quality to support customers' success.

Legend Brands stands behind products with industry-leading warranties, a vast network of Authorized Service Centers and easy access to technical support via phone, web, social media and more. Legend Brands also leads the industry by educating the most professionals through its Restoration Sciences Academy (RSA) courses in its campuses and distributor locations throughout the U.S. and Canada, and through RSA Online training. Our goal is to help you meet your goals. Find out more at www.legendbrands.net.



Founded in September 2000 by innovator and entrepreneur Lukas Szczurowski, Luxor CRM was created with the vision of making a CRM solution that was different. Ten years later, Luxor CRM has grown to become one of Canada's largest web-based CRM vendors.

Though headquartered in the heart of Toronto, Luxor CRM has a client base across North America and abroad. Luxor CRM is devoted to providing premier customer service and a solution proven to succeed and thus has acquired the reputation of being a trusted and reliable CRM vendor.



Next Gear Solutions is a dynamic organization that utilizes the newest technology to create the world's most efficient online management software for restoration contractors and provides industry proven consulting services. The team at Next Gear is complied with years of technology, restoration and consulting expertise that has taken the restoration industry to where it has never been before. By utilizing the Six Sigma Principles the team at Next Gear was able to revolutionize the restoration industry and bring operating transparency, improved quality and improved efficiency to the industry and to restoration contractors. With a group of highly motivated and dedicated professionals we are taking the restoration industry out of the paper age and into the digital age with our online management system DASH.

Next Gear Solutions is the Solution Provider for the restoration industry, we provide a product and a service that not only helps our customers manage their jobs better, it is a networking, multifunctional system that can change the way you run your business forever.

Our mission is to create the most effective and powerful online management system that is complied with features that can help manage your jobs better. We take pride in the work that our team does, but we also value the input from our customers and implement their ideas into our system. We are the solution providers for the restoration industry, our mission is to find the best ways to provide solutions to our customers and ensure that they are operating at their full capacity. Step out of the past, and DASH your way into your new future with Next Gear Solutions.



Environmental Air Solutions

ODOROX equipment can be used to solve any indoor air problem. These systems use **green technology** to provide the most effective and efficient solution to eliminate odors, decontaminate surfaces and purify the air. From residential and commercial to industrial and agricultural applications, the ODOROX line is up to the challenge.

Headquartered in West Palm Beach, Florida, Hydroxyl Air Solutions is dedicated to distributing this green solution to the millions of people who suffer from poor air quality.

Our mission is simple: provide our clients with service that exceeds even the most demanding expectations; create a work environment that is stimulating and rewarding; and provide the most state of the art hydroxyl generating systems to those in need. We look forward to the opportunity to earn your business.



Restoration & Remediation brings disaster restoration, mold and bioremediation service professionals together with the insurance claims and property-loss management industries. R&R provides the latest technical, administrative, legal, business and marketing information to professionals working in these dynamic fields. Distributed bimonthly. For more information please visit www.randrmagonline.com



The Restoration Industry Association is the oldest and largest non-profit, professional trade association dedicated to providing leadership and promoting best practices through advocacy, standards & professional qualifications for the restoration industry.

Tim Shaw is the Executive Director for the Restoration Industry Association – an international nonprofit network of over 20,000 restoration and disaster recovery contractors. Tim has over 20 years of experience in nonprofit management and governance.



Restoration Manager.NET allows your enterprise to communicate with customers, trades and insurance companies via the internet 24/7/365. Manage your jobs and claims in real-time anywhere you have web access. Use a collaborative schedule to know where your field technicians and your trade partners are scheduled for inspection and repair. Our comprehensive equipment tracking system allows you to always know the status and use of your equipment. Manage all schedules, tasks, equipment and other job related information from your smart phone or tablet pc in the field and sync all the data in real-time to your web-based system.



Ken Rothmel, Director of Strategic Accounts for Sunbelt Rentals – Over 25 years in the Cleaning Equipment Industry. The first 15 years in the Manufacturing of cleaning equipment where I had various positions from National Sales Manager, VP of Marketing & Sales, to Director of Sales. Managed and motivated upward of 120 salesman nationwide. Then 10 years ago joined Sunbelt Rentals to develop an equipment rental business focusing on the Remediation Industry. As Director of Strategic Accounts has created the #1 Equipment Rental business for Remediation Contractors. Last year I was appointed to the Board of Directors as the Head of the Vendor Council for the RIA Show.



You can always rent with confidence from Sunbelt Rentals knowing we'll provide what you need, when you need it – guaranteed. We offer 24-hour emergency service, protection against equipment theft or damage, and comprehensive solutions through our specialty divisions.

XACTWARE.

Xactware Solutions provides computer software solutions for professionals involved in estimating all phases of building and repair.

In 1986, Xactware opened for business with Xactimate, its flagship estimating system. Xactimate helped contractors and insurance adjusters estimate repairs much faster and more accurately than they ever could before. Since then, Xactimate has evolved into a high-powered package complete with a patented plan-sketching program, and Xactware has become much more than just Xactimate.

Today 22 of the top 25 property insurance companies in the U.S. use Xactware property insurance claims tools. Xactware features software solutions for every phase of a building's life: from remodeling to totally replacing a building, from determining the cost of rebuilding a structure to preserving and repairing a home.

Xactware also provides tools to estimate personal property, emergency repairs, and more. Xactware users can work on a desktop, laptop, tablet, smartphone, or "on the cloud" using browser-based solutions. Estimating products are connected to a comprehensive set of tools that includes an assignment network, analytical reports, cost research, project management, and third-party products. The online training center provides users with high-quality training on Xactware solutions and the construction industry.

ATTENDEES

Adam Petersen
Xactware
Director of Quality Xperience
adpetersen@xactware.com
www.xactware.com
800-932-9228

Alisa Gaylord
9425 North Burrage
Portland, OR 97217
www.jrjohnsoninc.com
alisa@jrjohnsoninc.com
503-240-3388

Andrew & Lisa Johnson
9425 North Burrage
Portland, OR 97217
www.jrjohnsoninc.com
Andrew@jrjohnsoninc.com
503-240-3388

Andy Cesario
GuildQuality
1350 Spring Street Suite 200
Atlanta, GA 30309
acesario@guildquality.com
www.guildquality.com
888-355-9223

Ben Justesen
Just Right Cleaning & Construction
Moses Lake, WA
www.jrconline.com
ben@jrconline.com
888-765-4138

Ben Yanker
Buffalo Restoration
555 Manley Road
Bozeman, MT 59715
www.buffalorestoration.com
beny@buffalorestoration.com
888-992-2766

Bill Bruders
Legend Brands
15180 Josh Wilson Road
Burlington, WA 98233
billb@dri-eaz.com
www.dri-eaz.com
800-932-3030

Bill Loveland
Xactware Inc
3940 Road #9
Burlington, WY 82411
[wt Loveland@xactware.com](mailto:wtl Loveland@xactware.com)
www.xactware.com
800-577-9228

Bill Wissler
CCA Global Partners
4301 Earth City Expressway

Earth City, MO 63045
www.ccaglobal.com
bwissler@ccaglobal.com
314-506-0049

Bob Bunker
FGS of Edmonton Inc
7311-77 Avenue
Edmonton, AB T6B 0B7
www.fgedm.com
Bob.b@fgedm.com
780-463-4040

Brad Balkan
FGS of Edmonton Inc
7311-77 Avenue
Edmonton, AB T6B 0B7
www.fegdm.com
780-463-4040

Brad Ervin
First Choice Repair
3728 Philips Highway Suite 360
Jacksonville, FL 32207
bervin@firstchoicerepair.com
www.triagenetwork.com
800-587-4243

Brad Williams
Xactware
1 Xactware Plaza
Orem, UT 84097
www.xactware.com
bswilliams@xactware.com
800-932-9228

Breck Grumbles
Abracadabra Restoration
4814 N. Shamrock Place
Tucson, AZ 85705
www.abrarest.com
breckg@abrarest.com
877-378-3737

Brent Bowthorpe
Interlink Supply/TES
4282 South 590 West
Salt Lake City, UT 84123
www.interlinksupply.com
800-658-5314

Brian Campbell
Campbells Builders DK1
7433 Hill Road
Canal Winchester, OH 43110
www.campbelldki.com
bcampbell@campbellbuilders.com
800-435-7511

Brian Habig
Sunbelt Rentals Inc
2341 Deerfield Drive
Fort Mill, SC 29715

Brian.habig@sunbeltrentals.com
www.sunbeltrentals.com
803-578-6844

Brian Hotchkiss
FGS The Restoration Company
2040 South Park Street
Madison, WI 53713
www.wimci.com
bhotchkiss@wimci.com
609-575-0239

Bruce Jensen
HSG/CodeBlue
14 East Main Street, 4th Floor
Springfield, OH 45502
Bruce.jensen@hsgcodeblue.com
www.hsgcodeblue.com
937-328-1120

Bruce Schmidt
All City Restoration & Remodeling
6713 W Clearwater Avenue ST E
Kennewick, WA 99336
bruces@allcityrestore.com
www.allcityrestore.com
888-523-2061

Bryan Agee
South River Restoration
1001 Prince Georges Blvd
St 100
Upper Marlboro, MD 20774
www.southernriverrestoration.com
bagee@srccr.com
800-460-0622

Buz Artiano
Rebuildex of Plymouth County
6 Commerce Way
Carver, MA 02330
www.rebuildex.com
Buz@rebuildex.com
888-732-8453

Chad Flowers
Next Gear Solutions
9 Industrial Park Drive ST 110
Oxford, MS 38655
Chad.flowers@nextgearsolutions.net
www.nextgearsolutions.net
866-769-7855

Chad Lyons
Steamatic of Fort Wayne
1220 Edsall Avenue
Fort Wayne, IN 46803
www.steamaticfw.com
clyons@steamaticfw.com
800-232-4956

ATTENDEES

Charlie Penner
Haren & Laughlin Restoration
8035 Nieman Road
Lenexa, KS 66214
www.harenlaughlin.com
cpenner@harenlaughlin.com
913-495-9558

Charlie Russell Sr
Westhill Inc
12810 NE 178th St SE, St 104
Woodinville, WA 98072
www.westhillinc.com
crussell@westhillinc.com
425-483-0999

Charlie Russell Jr
Westhill Inc
12810 NE 178th St SE, St 104
Woodinville, WA 98072
www.westhillinc.com
chuck@westhillinc.com
425-483-0999

Chip Cunningham
Evans Garment Restoration MA
6610 Amberton Drive ST 100
Elkridge, MD 21075
www.evansma.com
chip@evansma.com
888-382-6762

Chris Fox
American Integrity Restoration
60 Village Place
Glastonbury, CT 06033
www.ctrestoration.com
cfox@ctrestoration.com
866-347-3770

Chris Miles
GreenCraft Builders
PO Box 147
Lewisville, TX 75067
www.greencraftbuilders.com
chris@greencraftbuilders.com
214-718-8424

Chris Packer
Westhill Inc
12810 NE 178th St SE, St 104
Woodinville, WA 98072
www.westhillinc.com
cpacker@westhillinc.com
425-483-0999

Chuck Beverly
Nurzia Corporation
385 Cedar Hill Road
Fishkill, NY 12524
www.nurziaconstruction.com
chuck@nurziaconstruction.com
845-897-9400

Clint Arp
9425 North Burrage
Portland, OR 97217
www.irjohnsoninc.com
clint@irjohnsoninc.com
503-240-3388

Craig Munford
ARS Flood & Fire Cleanup
3120 North Main
North Logan, UT 84341
www.arscleanup.com
craig@arscleanup.com
801-920-8873

Dale Smith
All City Restoration & Remodeling
6713 W Clearwater Avenue ST E
Kennewick, WA 99336
dales@allcityrestore.com
www.allcityrestore.com
888-523-2061

Dan Bernazzani Ph.D.
Flood Safe Habitats
225 Humphrey St., Unit 3
Swampscott, MA 01907
www.floodsafehabitats.org
danieb@floodsafehabitats.org
339-440-4282

Dan Stanifer
Northway Construction Svcs
13850 Bluestem Court, S-150
Baxter, MN 56425
www.northwayconstruction.com
dans@northwayconstruction.com
800-824-2040

Darrin Wheat
American Restoration Insurance
PO Box 2349
Sandy, UT 84070
Darrin@aribrokers.com
www.aribrokers.com
801-748-2882

Dave Hanks
Interlink Supply/TES
4282 South 590 West
Salt Lake City, UT 84123
daveh@bridgewatercorp.net
www.interlinksupply.com
800-658-5314

Dave Ryberg
GPS Outfitters Inc
PO Box 237
Stephens City, VA 22655
dave@gpsoutfitters.com
www.gpsoutfitters.com
800-477-9920

David Chmura
Elegant Restoration Inc
905 N. Tollgate Road
Bel Air, MD 21014
www.elegantbuilders.com
dave@elegantbuilders.com
866-712-4911

David Scharf
David L Scharf & Co Inc
150 Burd Street
Nyack, NY 10960
www.dlscharf.com
david@dlscharf.com
845-353-5303

David Taylor
Nuss Construction
119 Church Road
Marlton, NJ 08053
dtaylor@nussconstruction.com
www.nussconstruction.com
856-988-9982

Diane Cunningham
Business Networks
PO Box 175
Waltersville, OR 97489
www.businessnetworks.com
diane@businessnetworks.com
800-525-1009 x22

Doug Lipinski
Taylored Restoration Svcs
8535 Dimond D Unit A
Anchorage, AK 99515
www.tayloredrestoration.com
dougl@tayloredak.com
907-373-1239

Eric Campbell
Campbells Builders DKI
7433 Hill Road
Canal Winchester, OH 43110
www.campbelldki.com
eric@campbellbuilders.com
800-435-7511

Ernie Storrer
Injectidry Systems
9644 153 Avenue NE
Marysville, WA 98270
ernie@injectidry.com
www.injectidry.com
800-257-0797

Evan Kessler
R&R Magazine/BNP Media
3879 East 120th Ave ST 178
Thornton, CO 80233
kessler@bnpmedia.com
www.bnpmedia.com
303-255-12963

ATTENDEES

Everett Phillips
Virginia Restoration Svcs
13511 E. Boundary Road ST E
Midlothian, VA 23112
www.virginiarestoration.com
www.everett@virginiarestoration.com
804-745-6131

Felix Herrada III
Water Out of Oregon
433 North Thompson
Portland, OR 97227
support@waterout-oregon.com
www.oregonwaterout.com
503-572-1538

Gary Strickland II
Highland Construction
1409 Clinton Road
Fayetteville, NC 28312
www.highland-inc.com
garys@highland-inc.com
910-485-6738

George Waldron
Haren & Laughlin Restoration
8035 Nieman Road
Lenexa, KS 66214
www.harenlaughlin.com
gwaldron@harenlaughlin.com
913-495-9558

Gordon Sanders
Taylored Restoration Svcs
8535 Dimond D Unit A
Anchorage, AK 99515
www.tayloredrestoration.com
907-373-1239

Greg Mier
State Farm Insurance
One State Farm Plaza A-4
Bloomington, IL 61710
www.statefarm.com
greg.mier.bgvi@statefarm.com
309-766-1857

Jaime Toigo
Service 1st Restoration & Remodeling
1441 Stoneridge Drive
Middletown, PA 17057
www.serv1st.com
jnovinger@serve1st.com
866-926-3473

Jason Gardner
American Restoration Insurance
PO Box 2349
Sandy, UT 84070
jason@aribrokers.com
www.aribrokers.com
801-748-2882

Jason Smith
Cunningham Rugs
1001 Prince George Blvd S-100
Upper Marlboro, MD 20774
www.evansma.com
Jason@evansma.com
800-460-0622

Jason Taylor
Director of Bus. Development
Xactware
igtaylor@xactware.com
www.xactware.com
800-932-9228

Jay Southerland
First Choice Repair
3728 Philips Highway Suite 360
Jacksonville, FL 32207
bervin@firstchoicerepair.com
www.triagenetwork.com
800-587-4243

Jay Viers
Rainbow International of Stevensville
317 State Street, Suite 7
Stevensville, MD 21666
www.rainbowintl.com
j.viers@rainbowofmd.com
410-643-5408

Jeff Brettell
iCAT Solutions
111 Ferrier Street
Markham, ON CA L3R 3K6
Jeffb@icatsoftware.com
www.icatsoftware.com
888-276-8082

Jeff Premer
Steamatic of Fort Wayne
1220 Edsall Avenue
Fort Wayne, IN 46803
www.steamaticfw.com
jpremer@steamaticfw.com
800-232-4956

Jeff Williams
Innovation Property
877-700-9009
williamsj@us.innovation-group.com
www.us.innovation-group.com

Jeremy Davidson
Monroe Restoration & Cleaning
288 North Mayflower Road
South Bend, IN 46619
jeremy@monroerestoration.com
www.smbymonroerestoration.com
800-246-2456

Jerrold Butler
GuildQuality
1350 Spring Street Suite 200
Atlanta, GA 30309
jbutler@guildquality.com
www.guildquality.com
404-961-6134

Jerry Pennock
Complete Restoration
245 West 990 North
Orem, UT 84057
jerry@completerestoration.com
www.completerestoration.com
888-910-8824

Jim Kowalski
Kowalski Construction
2219 West Melinda Lane, Bldg A
Phoenix, AZ 85027
www.kowalski.com
jimk@kowalski.com
602-944-2645

Jim & Renee Minter
Colorado Cleanup Services
642 West 43rd Avenue
Denver, CO 80216
www.ccs mold.com
jim@ccsmold.com
303-237-4406

Jim Rable
United Services of St Louis
13701 Green Ash Court
Earth City, MO 63045
www.usstl.com
jirable@usstl.com
877-253-2620

Jim & Joan Stephens
Crossroads Boise
3040 Elder Street
Boise, ID 83705
jim@crossroadsboise.com
joan@strongholdremodeling.com
www.crossroadsboise.com
877-879-3367

Jody Wesley
USPro/US Division of Wesley
807 West Oak Street
Mahomet, IL 61853
www.usproservices.com
jwesley@usproservices.com
217-586-4226

Joe Rothwell
Advance Catastrophe Technologies
1620 Broadmoor
Wichita, KS 67207
www.actcat.com
jrothwell@actcat.com

ATTENDEES

888-747-1515

John Cargill
Cargill Design Build Remodel
6930 River Road
Columbus, GA 31904
johnnycargill@gmail.com
706-323-7372

John Sobeck
FGS USA
31 Ruddle Street
Wilkes-Barre, PA 18702
jsobeck@firstgeneralservice.com
www.firstgeneralservice.com
800-421-3080

John Williamson
Liberty Restoration
2526 South 300 West
Salt Lake City, UT 84115
johnw@libertyrestoration.net
www.libertyrestoration.net
888-334-6086

Jonathan Miko
Alacrity Services
360 E 10th Avenue S-320
Eugene, OR 97401
www.alacrityservices.com
jmiko@alacrityservices.com
866-953-3220

Joe Antonelli
South River Restoration-Texas
3007 Red Hawk Drive
Grand Prairie, TX 20774
www.southriverrestoration.com
jantonelli@srccr.com
800-460-0622

Josh Ickes
Taylored Restoration Svcs
8535 Dimond D Unit A
Anchorage, AK 99515
www.tayloredrestoration.com
joshi@tayloredrestoration.com
907-373-1239

Jud Eades
ARS Flood & Fire Cleanup
3120 North Main
North Logan, UT 84341
www.arscleanup.com
jud@arscleanup.com
435-753-9600

Justin Sapp
Evans Garment Restoration
6610 Amberton Drive Suite 100
Elkridge, MD 21075
www.evansma.com
jsapp@evansma.com

443-459-3147

Justin Sucato
Carrara Companies
3774 Congress Parkway
Richfield, OH 44286
www.carraracompanies.com
jsucato@carraracompanies.com
888-502-5326

Keith Brown
KB Brown Construction
115 East St. Joseph Street
Arcadia, CA 91006
www.kbconstructionco.com
kbrown@kbconstructioncompany.com
800-640-7661

Ken Barnard
Rebuildex of Plymouth County
6 Commerce Way
Carver, MA 02330
www.rebuildex.com
k.barnard@rebuildex.com
888-732-8453

Ken Davis
Innovation Property
davisk@us.innovation-group.com
www.us.innovation-group.com
877-700-9009

Ken Rothmel
Sunbelt Rentals Inc
2341 Deerfield Drive
Fort Mill, SC 29715
Brian.habig@sunbeltrentals.com
www.sunbeltrentals.com
866-786-2358

Len Phillips
Virginia Restoration Svcs
13511 E. Boundary Road ST E
Midlothian, VA 23112
www.virginiarestoration.com
www.len@virginiarestoration.com
804-745-6131

Les Cunningham
Business Networks
PO Box 175
Walterville, OR 97489
www.businessnetworks.com
les@businessnetworks.com
800-525-1009 x14

Lukas Szczurowski
Luxor CRM
55 Eglinton Avenue East ST 701
Toronto, ON CA M4P 1G8
lszczurowski@luxorcrm.com
www.luxorcrm.com
416-613-9110

Lyle Rakers
United Services of St Louis
13701 Green Ash Court
Earth City, MO 63045
www.usstl.com
lrakers@usstl.com
877-253-2620

Mark Dardozzi
Elegant Restoration Inc
905 N. Tollgate Road
Bel Air, MD 21014
www.elegantbuilders.com
mdardozzi@elegantbuilders.com
866-712-4911

Mark L. Russell
Russell Media
910 West Main Street S-246
Boise, ID 83702
www.russell-media.com
mark@russell-media.com
208-514-5524

Mark Speckman
Sports & Lifestyle Unlimited
1732 NW Quimby S-240
Portland, OR 97209
www.sluagency.com
503-227-3449

Matt Doerfler
Service Software RM
8361 Sangre de Cristo Road S-110
Littleton, CO 80127
matt@servicesoftwareinc.com
www.restorationmanager.net
800-583-8474

Matt Wright
Utah Disaster Kleenup
13081 South Minuteman Drive
Draper, UT 84020
mwright@utdk.com
www.utdk.com
801-553-1010

Matt Stanwood
Synergy Restoration & Construction
2435 SE 10th Avenue
Portland, OR 97214
www.synergyrnc.com
matt@synergyrnc.com
503-238-3870

Matthew Magoulas
FGS of the CSRA
664 Old Belair Road
Grovetown, GA 30813
www.firstgensra.com
matthewm@firstgensra.com
888-212-1728

ATTENDEES

Michael Flatt
FGS USA
mflatt@firstgeneral.ca
www.firstgeneral.com
877-888-9111

Mike & Terry Cosley
American Craftsman Restoration
28430 Witherspoon Parkway
Valencia, CA 91355
www.americancraftsman.net
mike@americancraftsman.net
877-234-9669

Mike Fulton
VP of Data Pricing-Xactware
1 Xactware Plaza
Orem, UT 84097
www.xactware.com
mike.fulton@xactware.com
800-932-9228

Mike Goldberg
RestoreCore
2322 North 7th Street
Harrisburg, PA 17110
www.restorecore.com
mike.goldberg@restorecore.com
800-231-1281

Mitch Byrom
Legend Brands
15180 Josh Wilson Road
Burlington, WA 98233
m.bryrom@rsa-hq.com
www.rsa-hq.com
800-932-3030

Nancy Kirk
South River Restoration-Texas
3007 Red Hawk Drive
Grand Prairie, TX 20774
www.southernriverrestoration.com
nkirk@srrtx.com
800-460-0622

Nancy Klein
QuickBooks Instructor
PO Box 2114
Hayden, IL 83835
nancyk@kleinsdki.com
208-659-2545

Nick McDonald
FGS The Restoration Company
2040 South Park Street
Madison, WI 53713
www.wimci.com
nmcdonald@wimci.com
609-575-0239

Nick Weaver
Next Gear Solutions
9 Industrial Park Drive ST 110
Oxford, MS 38655
nick.weaver@nextgearsolutions.net
www.nextgearsolutions.net
866-769-7855

Pam Karpenko
Clean Tech
505 31st Avenue SW
Minot, ND 58702
www.cleantechminot.com
pam@cleantechminot.com
701-839-8811

Pam Stowe
HSG/CodeBlue
14 East Main Street, 4th Floor
Springfield, OH 45502
www.hsgcodeblue.com
pam.stowe@hsgcodeblue.com
866-769-7855

Pat Pfeiffer
Northway Construction Svcs
13850 Bluestem Court, S-150
Baxter, MN 56425
www.northwayconstruction.com
800-824-2040

Paul Bensen
IRRCS
74 Leliarts Lane
Elmwood Park, NJ 07407
www.eastcoastfireandwater.com
Paul@alpinegroupusa.com
866-888-6940

Pete Nurzia
Nurzia Corporation
385 Cedar Hill Road
Fishkill, NY 12524
www.nurziaconstruction.com
pete@nurziaconstruction.com
845-897-9400

Randy Beres
Assured Software
532 Leon Avenue, S-200
Kelowna, BC V1Y 6J6
www.assuredsoftware.com
Randy.beres@assuredsoftware.com
877-277-9933

Randy Wild
Paragon Certified Restoration
616 Spirit Valley East Drive
Chesterfield, MO 63005
www.paragonstl.com
rwild@paragonstl.com
800-913-7450

Rich Piltch
ARS Services Inc
38 Crafts Street
Newton, MA 02458
www.arsserve.com
rich@arsserv.com
800-298-6660

Ron Reese
Ree Construction
720 N Main Unit A
Bellevue, ID 83313
reecon@the-restorers.com
www.the-restorers.com
800-422-4068

Rudy Klein
PO Box 2114
Hayden, IL 83835
rudyk@kleinsdki.com
208-659-2545

Russ Wendt
Modernistic Cleaning & Restoration
821 Wakefield
Plainwell, MI 49080
www.modernistic.com
rwendt@modernistic.com
800-627-5080

Scott & Sheila Ledesma
Generation Contracting
13685 Stowe Drive Suite B
Poway, CA 92064
www.generationcontracting.com
scott@generationcontracting.com
800-377-9914

Sean Albanese
FGS of Edmonton
7311-77 Avenue
Edmonton, AB T6B 0B7
www.fegdm.com
780-463-4040

Sean Stark
ARS Flood & Fire Cleanup
3120 North Main
North Logan, UT 84341
www.arscleanup.com
sean@arscleanup.com
801-920-8873

Scott Severe
Client Runner
510 East Technology Avenue
Bldg C St 1100
Orem, UT 84097
scott@clientrunner.com
www.clientrunner.com
888-786-9001

ATTENDEES

Shane Heilman
Puroclean Property Rescue
2100 West 8th Street
Hebron, KY 41048
www.tristatepuroclean.com
shane@heilmanpuroclean.com
859-689-4440

Steve Allen
GPS Outfitters
PO Box 237
Stephens City, VA 22655
steve@gpsoutfitters.com
www.gpsoutfitters.com
540-535-0550

Steve Kempe
Liberty Restoration
2526 South 300 West
Salt Lake City, UT 84115
stevek@libertyrestoration.net
www.libertyrestoration.net
888-334-6086

Steve Kowalski
Kowalski Construction
2219 West Melinda Lane, Bldg A
Phoenix, AZ 85027
www.kowalski.com
stevek@kowalski.com
602-944-2645

Steve Pigman
CCA Global
4301 Earth City Expressway
Earth City, MO 63045
www.ccaglobal.com
spigman@ccaglobal.com
314-506-0049

Steve Sorkin
ARS Services Inc
38 Crafts Street
Newton, MA 02458
www.arsserve.com
ssorkin@arsserv.com
800-298-6660

Steve & Melanie Stidham
Complete Restoration Svcs
2208 Production Drive
Indianapolis, IN 46241
www.crs911.com
sstidham@crs911.com
317-227-0911

Steve Stodnick
Paragon Certified Restoration
616 Spirit Valley East Drive
Chesterfield, MO 63005
www.paragonstl.com
sstodnick@paragonstl.com
800-913-7450

Steve Weir
American Integrity Restoration
60 Village Place
Glastonbury, CT 06033
www.ctrestoration.com
sweir@ctrestoration.com
866-347-3770

Stuart Babicky
Synergy Restoration & Construction
2435 SE 10th Avenue
Portland, OR 97214
www.synergync.com
stuart@synergync.com
503-238-3870

Susan & Lee Jernigan
FGS of the CSRA
664 Old Belair Road
Grovetown, GA 30813
www.firstgensra.com
susanj@firstgensra.com
888-212-1728

Tammy & Chris Herbert
Nuss Construction
119 Church Road
Marlton, NJ 08053
therbert@nussconstruction.com
www.nussconstruction.com
856-988-9982

Tim & Sylvia Newman
1215 Sanctuary View Drive
Kent, OH 44240
sylnew@gmail.com
330-673-9200

Tim Shaw
RIA
12339 Carroll Avenue
Rockville, MD 20852
tshaw@restorationindustry.org
www.restorationindustry.org
800-272-7012

Todd Beach
Modernistic Cleaning & Restoration
821 Wakefield
Plainwell, MI 49080
www.modernistic.com
tbeach@modernistic.com
800-627-5080

Todd Bradley
CDIMS
5931 Ford Court
Brighton, MI 48116
www.cdims.com
tbradley@cdims.com
810-229-7900

Tony Drew
The Home Depot
2455 Paces Ferry Road C-11
Atlanta, GA 30339
www.homedepot.com
Anthony_drew@homedepot.com
770-384-3496

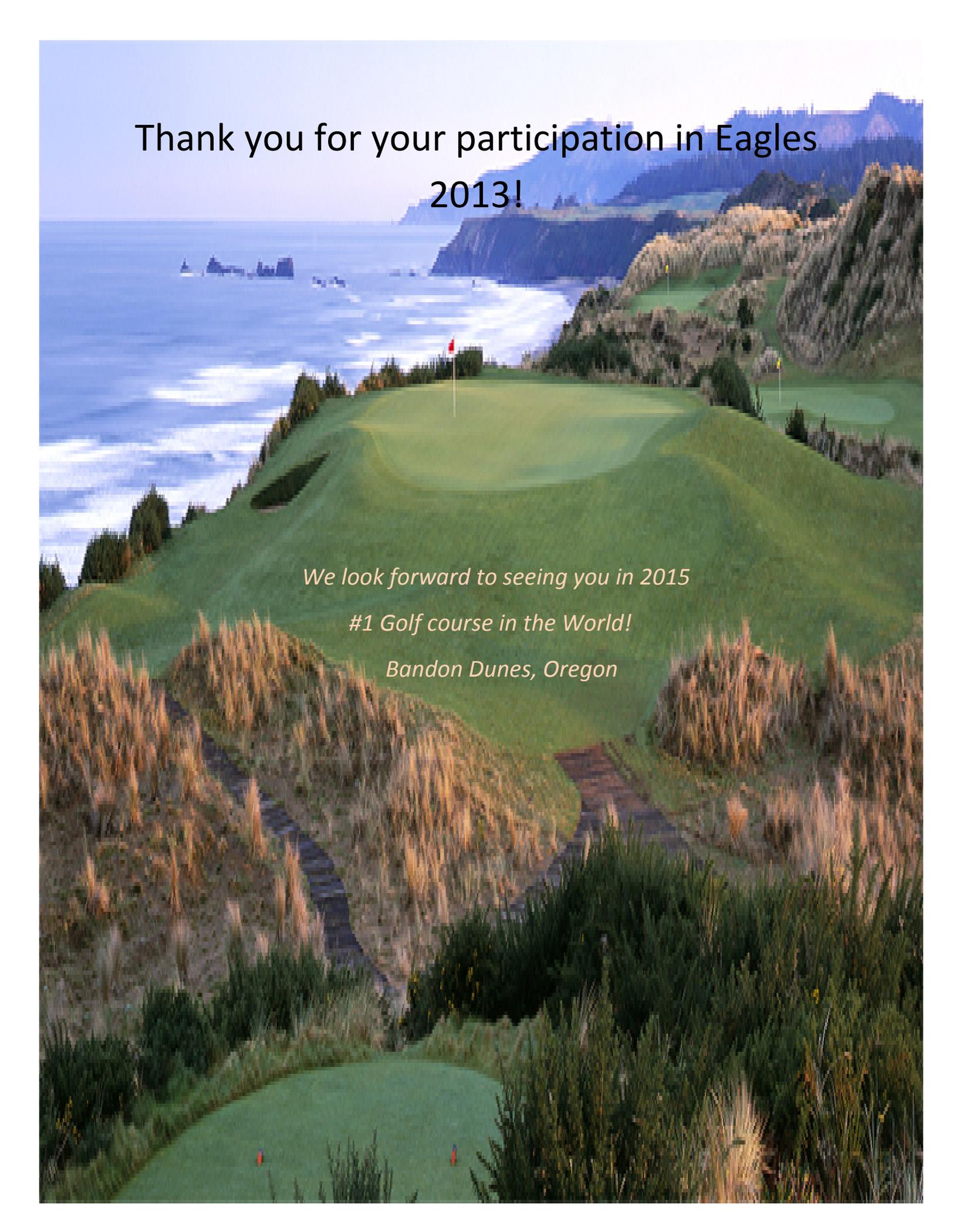
Tom McArdle
Odorox Hydroxyl Solutions
2055 High Ridge Road
Boynton Beach, FL 33426
tom@odoroxfl.com
www.odoroxfl.com
305-338-8506

Tony Szafranski
Monroe Restoration & Cleaning
288 North Mayflower Road
South Bend, IN 46619
tony@monroerestoration.com
www.smbymonroerestoration.com
800-246-2456

Trent Taylor
Taylored Restoration Svcs
8535 Dimond D Unit A
Anchorage, AK 99515
www.tayloredrestoration.com
trent@tayloredrestoration.com
907-373-1239
Trevor Heydon
Nuss Construction
119 Church Road
Marlton, NJ 08053
theydon@nussconstruction.com
www.nussconstruction.com
856-988-9982

Wayne Etowski
Showcase Restoration
5506 Yadkin Road
Fayetteville, NC 28303
www.showcasedki.com
wayne@showcaserestoration.com
888-864-3005

Wendy Jones
Northway Construction Svcs
13850 Bluestem Court, S-150
Baxter, MN 56425
www.northwayconstruction.com
wendyj@northwayconstruction.com
800-824-2040



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