

Wind River Holdings Acquires Control Position in First Service Networks

In January 2009, Wind River Holdings increased its ownership stake to a control position in First Service Networks (FSN). Wind River has owned a minority position in FSN for several years in partnership with two other investment groups and the management team. Wind River acquired the investment interest of one of its investment partners when they decided to exit their position. FSN's management team and the other investment partner continue to own their interests in the company.



“We are pleased to increase our ownership position in FSN and look forward to working closely with the management team to develop the long-term growth prospects for the company,” said Bob Strouse, President of Wind River.

FSN provides facilities maintenance services to large retailers and other multi-site organizations across North America using its patent-pending FUSION technology platform. FUSION integrates proprietary and commonly available technologies such as call management, electronic dispatch, interactive voice systems, electronic vendor invoicing and reporting to coordinate service requests with dispatch, ETA tracking, processing of invoices and ultimately validating performance through scheduled customer satisfaction surveys. Further, FUSION coordinates FSN's local, regional and nationally negotiated supply contracts for all materials and contract labor, along with its own internal technician workforce, to obtain the best available combination of low cost and high quality service delivery to the customer site. FSN consistently demonstrates a 10% to 15% savings to its customers.

Currently, the FSN operating system has five separate, interconnected service centers throughout the country in support of 250+ customers with varying approaches to facilities management sourcing. The service centers are strategically located close to the customers' headquarters facility operation centers to be responsive to their needs on a real-time basis.

FSN's website is www.firstservicenetworks.com.

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