



ESCO Communications History

ESCO Communications, which includes Indianapolis, Fort Wayne, Mishawaka and Richmond, is in our 44th year in business.

Background:

John Roth started the company in 1963. John had started the Roth-Mooney Electrical agency in 1961 (partners with Larry Mooney, who retired in 1982) as manufacturer representatives. A representative firm represents manufacturers as a sales force and is paid a commission instead of that company hiring their own sales force. Edwards wanted to sell their products through low-voltage specialty contractors instead of electrical supply houses and electrical contractors. Hence the start of Electrical Systems Company.

1971, Electrical Systems added the Dukane product line and started more work in education and healthcare. Some of the early employees are still with us today. The company installed the first sound system in Market Square Arena when it opened and also replaced that system in 1995 before Conseco Fieldhouse was opened to replace that facility.

1980, Chip Roth entered the business full time after graduation from business school and working in the field and estimating through high school and college. 1981 saw us enter the telephone business with the divestiture of AT&T. In 1980 we had 14 employees.

Early 1980s opened in Fort Wayne and also made it through a very bad recession in 1981-82. We saw a need to start selling direct to hospitals as they were influencing the purchases more and more versus the architect/engineers.

1989, with a change and emphasis on technology in schools, we hired Gary Dunn and formed a team to sell direct more to the education market. We quickly became the leaders in instructional technology and telecommunication sales to schools with great growth throughout the 1990s.

Fort Wayne also grew and flourished greatly under the leadership of Steve Fauchier, who joined us from Altec Lansing, a major audio products company.



1990, purchased Fox Electronics in Richmond and Tom Harshman assumes General Manager duties in the late 1990s, which leads team to success.

1997, company grew from 10 million in overall sales to 20 million in past three years and doubled profitability.

1998, installed audio, fire and security in the **Conseco Fieldhouse**, home of the Indiana Pacers.

2000, company moved into a new building in Indianapolis and was also acquired by Encompass Services Corporation (NYSE-ESR), a 4-billion dollar/year facilities services company specializing in electrical contracting, mechanical contracting and network solutions.

2002, Chip Roth acquired company back from Encompass and renamed company ESCO Communications to recognize our heritage as Electrical Systems Company, which was often referred to as ESCO for short. Today we are a highly energized group of individuals dedicated to serving the communication needs of our customers now and into the future.

2006, ESCO awarded project for **New Lucas Oil Stadium** audio systems and also the audio paging and fire alarm systems for the **New Indianapolis Airport Midfield Terminal** project.



Keys to our Future:

A. Customer Communication/Interaction.

The customer is our lifeblood without whom we would cease to exist.

We can never forget this. A very good customer explained to me today that his business with Lilly's has grown from 15 to 50 million in the past 5 years. The customer concurred that this was all because the salesperson and technicians for the company made Lilly's feel like they were the most important person in **every single conversation and dealings.**

Always do what we say we will and communicate with the customer to be sure they are satisfied and the loop is closed.

B. Best-Trained and Talented Workforce.

The company needs to ensure we hire the best people for all positions and offer continual chances to improve learn and stay the best in our field.

Our employees have always been our most valuable asset and will always be so.

C. Continual Improvement in All Areas.

We always have to be striving to improve all processes and work together remembering that the early days required us to be all things to a customer. We still all have to be willing to do whatever it takes to impress and satisfy a customer. That **attitude** is what allowed us to grow from 1 employee to 130 employees and to also survive and thrive for 44 years.

If you aren't getting better you are getting worse – (Vince Lombardi)

Anyone with any questions on our heritage or history, ask me or any of our long-term employees. You may also go to escocommunications.com to learn more about ESCO.

Thank you,

A handwritten signature in black ink, appearing to read "Ch. Rock", written in a cursive style.

President