

## OSI NEWSLETTER #12

*Help us improve your service*

In the past we have occasionally put out written surveys of our clients, and recently an email survey. Now we want to expand these occasional checks with a sustained survey program. Our evening manager, Neesha, will be calling our clients (before 7 PM), with a brief survey form covering a variety of topics. If she calls you please take a few minutes and give her your responses to the questions. The better we can track our performance against your needs, the better we can address improving your service. You do not have to wait for a survey call to give us your suggestions. We welcome calls to Wil at 202 835 0680 or email with evaluations and suggestions.

*Time to Consider Taking More Advantage of the Tools OSI Provides You?*

OSI provides a diverse range of business support capacities – mailing address and forwarding, telephone answering, voice mail, a place to hold meetings, copying and internet facilities on site, and more. Consider the telephone service, for example. We can provide you a professional answer, back up answering for cell phone and other lines, multiple telephone numbers for multiple businesses or multiple product lines, phone answers and voice mail recording capacities for special events, and more. Give Wil a call to discuss your business needs and services we can provide you, or email us to start a conversation on your business's needs and how we can help meet them.

*Advertizing Program For Attorneys – Roll Out Time*

On July 22 at 12:00 please join OSI and Stage2 Marketing for lunch as we launch our cutting-edge marketing program that allows OSI Attorneys to combine efforts and compete with the largest firms in the area in attracting new clients. Stage2's '17 impression' legal strategy has been shaped to meet the needs of small firms and solo practitioners and is offered at greatly reduced prices available only to OSI Attorneys. In appreciation of your time and valuable input, one attendee will be randomly selected to WIN THE PRODUCTION OF A THIRTY-SECOND VIDEO, appropriate for both television and internet marketing. Registration required: register@stage2marketing.net, manager@osioffices.com or 703.729.7790

*Featured Client*

We have recently had lunch sessions where Gina Dennis provided a tutorial on the District of Columbia Green Buildings program and Carolyn Elefant reviewed her book on marketing tools, including the use of social networking technologies for marketing purposes. (Hey, if something like Twitter has been used to organize citizen communication on government oppression in a country like Iran, it has to have some power, right?).

**This month we feature Roger Taylor's company, "Your Pampered Home"**. Roger has been a client in good standing since April 2006. He has created a business which provides personal maid, laundry delivery, and related services. Not only does Your Pampered Home have services useful to busy professionals, the firm uses some quite interesting approaches to marketing. Why not take a look at Roger's company's services and their marketing approaches at <http://www.yourpamperedhome.com>

*Business Assistance Team*

If your firm provides services useful to start ups, and you have been a member in good standing for more than six months, why not email us a description of your service and your contact information? We can enroll you in our 'Business Assistance Team'.

*New Clients*

We are pleased to report that twenty six new businesses joined our membership in June. We are very pleased to welcome all of you, and look forward to assisting your business enterprises.

*Contacting OSI*

Telephone	(202) 835 0680
Receptionist	receptionist@osioffices.com
Manager	manager@osioffices.com

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*New OSI services page*

We are adding a new section to our newsletter each month, a page where OSI partners or members may place information about their services and how it can benefit other members.

If you are interested in having your services mentioned please email [manager@osioffices.com](mailto:manager@osioffices.com) or call (202) 835-0680

*Banking solutions*

OSI has established a partnership with PNC Merchant Services® for processing your Visa®, MasterCard® & Discover® Network transactions. PNC Merchant Services (PNCMS) brings solutions that will help your business provide customers with several payment options; and gives you the ability to manage your receivables and cash flow more efficiently and effectively. With our new partnership, OSI members will receive special, lower payment processing rates.



OSI is pleased to have Suntrust banking sending a representative the third Wednesday of each month to meet with clients. Suntrust is a large and strong bank, offering a broad range of financial services. It has offered OSI clients a set of products equivalent to those offered to employees of large companies. You can discuss your needs, including basic business banking, loans, investment advice, savings plans, etc. You can give the Suntrust representatives an opportunity to address any concerns you might have about the best ways to position your business banking arrangements to meet today's challenges.

Your information here!