



a neighborly company

Hey Grounds Guys,

We are happy to announce The Grounds Guys (“GG”) will have a new and expanded partnership with LMN, the developer of GGPro, as of January 1, 2023. Click [HERE](#) or the image below to watch the exciting announcement. This new arrangement with LMN will provide GG owners with significantly enhanced support, functionality, and reporting. While it will take some time for GG owners to experience all the benefits of GG’s expanded relationship with LMN, enhanced levels of direct support and account management will become available in January – you can see a rough timeline for 2023 enhancements by clicking [HERE](#).



After reviewing competitive offerings to LMN, it became clear that LMN remains the leader in the landscape industry. When GG originally signed the contract with LMN five years ago, LMN was an early-stage software company with three developers and a small customer base. Today, LMN is the largest software provider in our industry. With more than 6,000 customers, they employ 36 developers and more than 100 employees. Their software offering has evolved significantly, and our new agreement ensures GG owners will be able to take advantage of their evolved offerings.

Given how critical landscape software has become to scaling a profitable and efficient business, we're excited about the enhancements GG franchise owners will experience in the next phase of our partnership with LMN. GG franchise owners will have access to the following:

- Centralized support provided by LMN professionals
- Dedicated account managers will be available to work 1-on-1 with owners
- Comprehensive re-implementation services for any owner who would like to update their account and do a full re-implementation
- Better system insights; through collaboration between LMN and NBLY's data science team, we're developing new reporting and insights that will help our owners and their coaches
- Development priority; this new agreement will enable GG's to have more say in LMN's development roadmap
- Additional system features and training tools;

In addition to some of the items above, GG owners will have the opportunity to attend a full slate of 2023 training sessions that Mark Bradley will be provided specifically to GG.

While Neighborly's contract team was able to negotiate significant pricing discounts versus LMN's market pricing, this new contract will involve an increase in GG's monthly tech fee. Additionally, LMN now charges per-user prices for administrative and foreman-level usage. As such, the new monthly tech fee beginning in January will be \$536 for U.S. and \$555.80 for Canadian owners. Additionally, administrative and foreman-level users will now be charged a monthly fee of \$9.97. Given this, it will be critical for GG owners to remove any unnecessary users from their instances. For directions on how to remove inactive users from your account, please click [HERE](#).

Throughout the next several months, Kristen Kiely and the Neighborly tech team will be working with the LMN team to transition GG to the new operating arrangement. Franchise owners will be receiving ongoing communications regarding the timeline of additional feature availability and support.

Finally, please be sure to watch the video shown at the beginning of this communication for more information.

Best,

**Josh Sevic**

President

The Grounds Guys, a Neighborly company