

**Tillie Hidalgo Lima  
has become an expert  
on achieving balance.**

**In Ohio.**



As a unique employee benefit, Best Upon Request concierge services help clients like Susan Croushore, CEO of The Christ Hospital, attract and retain quality staff.



Tillie and her family love Cincinnati's vibrant downtown culture and beautiful Fountain Square.

## **The State of Perfect Balance**

From getting a car serviced to grocery shopping, Tillie Hidalgo Lima's innovative company Best Upon Request, has done just about everything to simplify customers' lives.

Founded by Tillie's husband, Dave, Best Upon Request Corporate Inc.'s operations date back to 1989. The company offers on-premise concierge services to corporate and health care clients that increase employee productivity, reduce stress, improve work/life balance and, ultimately, enhance employee retention. Since Tillie became CEO in 2003, revenue has increased 535 percent, and the firm has become one of the nation's fastest growing Hispanic-owned companies.

Serving clients nationwide, Tillie believes Ohio is the perfect home for a company that specializes in creating work/life balance because Ohio has provided outstanding balance in her own life. It's proven a great place to raise her three daughters; she always insists on being home for dinner, and her short commute makes it possible. She even finds time to contribute to several non-profit organizations in Cincinnati, like the chamber's regional action plan, Agenda 360. Tillie Hidalgo Lima believes no one has to sacrifice personal life for career success in Ohio. She certainly hasn't. The Balance is Perfect.

**Find your balance at [OhioMeansBusiness.com](http://OhioMeansBusiness.com).**

**"Balance is what my business and my life are all about. Ohio is perfect."**

Tillie Hidalgo Lima  
President and CEO  
Best Upon Request Corporate, Inc.

**Ted Strickland, Governor  
Lee Fisher, Lt. Governor**

**Ohio**  
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