

January 22, 2004

Innovative Technologies
Attn: Robert Kanter
601 E. Main St.
Greenwood, IN 46143

Robert,

I just wanted to take this opportunity to thank you and your team for your continued support of our company over the past several years. Your experience, knowledge and attention to the customer are attributes that keep us coming back to Innovative Technologies for service.

On your first service call for us, you conducted a thorough audit of our network proved to be a time and money saver. We were able to identify exactly what we have and how it was configured so that we could make informed decisions about our systems. You were able to identify several issues that would have cost us considerable time and money and resolved them for a minimal cost.

The new server you installed was exactly what we needed. Our previous solution for our remote office was expensive and very limited in its capabilities. We can now have multiple remote users using the system and we are able to monitor their usage of our network, which dramatically helps with identifying user problems and getting them resolved quickly.

Your company has delivered and fulfilled our vision of what we wanted to for our computer systems. You have always been there to answer our questions and help us in emergencies. Thank you for your continued support.

Sincerely,

Tom Shakespeare