



Dear Pritesh,

I would like to personally thank you for all your hard work in sorting out our new office phone system and internet. You kindly travelled over to the office to review our current system and then offered your professional guidance on what you recommended we replaced our systems with. You then painstakingly worked with BT to organise an engineer to come to our premises to make the changes required. Despite the BT engineer failing to arrive for the appointment as agreed you then liaised with them again and gave up more of your time to be present on site, for the rescheduled appointment.

The new system which we now have installed is working well and we are very happy with the new hardware which you recommended. In addition, we also now benefit from monthly cost savings which you kindly managed to secure for us.

As such I'd certainly have no reservations in recommending your professional services to anyone else and when you state that you offer a fully managed service, there is no question about that. You offered a very professional service throughout the entire process and took away any requirement for us to speak directly with any providers, which in turn allowed us to focus on our business operations.

Thanks again for all your assistance.

Kind regards

Andrew Stott
Managing Director