

July 7, 2008

Robin Fischer
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Robin,

I just wanted to take a minute to say, "Thanks!" for helping us pull this off. The move was a great success and our management is very happy with the end result. It's all about managing expectations, right? I told our executive committee that our goal was to provide a dial tone and a network login by the time our users came in to work Monday morning. That sounds like a pretty simple goal to the casual observer but we know in reality it takes a whole lot of work to get that done. Mission accomplished!

Yeah, we put a lot of planning and hard work into our move but without the tireless effort from DLP this just wouldn't have happened. You probably know I toss around compliments like I toss around manhole covers so... We sincerely thank you for your hard work. Congratulations on a job well done.

Your help with making our new data center come to life was a full-scale project in and of itself. We are so thankful for your recommendations and assistance with selecting/implementing/installing/etc our Panduit racks and cable management, APC Symmetra UPS and PDUs, ImageStream RebelRouters and Cymphonix Internet content filter device. Not to mention your valuable input at construction meetings regarding our data center cooling, static dissipating floor wax, cabling drops and your help during the Voice-over-IP phone system integration.

Since we've partnered with DLP, you have also either designed, directed, installed, assisted or some combination thereof with the implementation of a GFI Faxmaker desktop faxing solution, a Citrix remote access solution, an HP BladeCenter, an EqualLogic iSCSI SAN array and our VMware server virtualization.

Finally, your extensive knowledge of Microsoft Exchange, Active Directory, our state-of-the-art network infrastructure and all of the aforementioned systems enables our small IT department to maximize system availability with a minimum of resources. This enables us to focus our efforts on providing Bartlett employees with the best service possible. (More importantly, this knowledge allows me to sleep better at night.)

From consultation, sales, order processing, implementation, administration and on-going support, our experience with DLP as a valued, long term partner (much more than just a vendor) has exceeded our expectations and has proven to be one of my more rewarding decisions as the IT Manager at Bartlett.

Thanks again!

Matt Whalen
IT Manager