



16 May 2007

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Dear Sirs

Subject: FRUSTRATED WITH YOUR INFORMATION TECHNOLOGY?

We are a small business that is heavily dependent on Information Technology processing documentation in both hard and soft copy. We provide reports to the legal profession and therefore must produce accurate and concise documentation that is printed to a good standard. Furthermore good IT infrastructure to utilise web and email is essential to our expansion plans. We do not have the resources to employ an IT professional full time nor do we have the time and expertise to do it ourselves.

Dissatisfied with the service provided by our previous supplier we discovered CS4B. From our initial meeting it was evident that they wanted to build a long term relationship with us as opposed to just providing a solution now. Their approach was to understand our business first, utilise what we have and where necessary recommend better methodology. This included our file structure and security thus giving us greater control over access to our data by our staff. There is more to CS4B than just hardware and software.

We have grown confident in their ability to look at where we want our business to be in three years time and to advise us of the necessary IT support to get there. Naturally that has led to us investing in new equipment but we are now confident that not only are we buying the right equipment but also that we have it incorporated into our long term strategy for business expansion.

Probably their greatest asset is their response to our questions. Although not strictly available 24/7 they have responded to calls out of hours but it is their attitude to our business that is so reassuring. They pitch their response at the level of knowledge of the person asking the question thus giving staff the confidence to ask. We have a Service Level Agreement with CS4B and it would be fair to say that they regularly exceed the level of support contained within the agreement. Nothing is too much trouble or any question too trivial. We feel they are part of our company and one of our greatest assets.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P E Godwin', is written over a light blue wavy background.

P E Godwin  
Director