



Mountain Area Health Education Center

Image Solutions
Attn: Garrett Williams
1306-A Patton Avenue
Asheville, NC 28806

November 9, 2005

Garrett,

I want to commend you and your staff for the excellent service surrounding the process of contracting and installing 21 new copiers for MAHEC. You were thorough in understanding and meeting our needs. Your company was the first to suggest a workable network solution, despite the fact that our situation turned out to be more involved than most. While some competitors could not satisfactorily ensure that they had an affordable network solution, our Savin networked machines are in place and working well.

You personally were patient and helpful while I worked through the process of learning about the latest features and the ins & outs of our network. You enabled me to select options to best meet our needs, making myself and our Ed IT department comfortable that we were making the right decision for MAHEC.

Since installation in early September, the new copiers have been well received. I've had nothing but positive comments from staff and managers alike. Everyone is looking forward to increased productivity due to the ease of use and features of the new machines.

Service during this period has also been excellent. We have enjoyed working with Faye and the service technicians. Your entire staff is to be complimented.

Sincerely,

W. Ron Fagan
MAHEC Director of Facilities Management