

I would like to take this opportunity to recommend Matt Chitty and his company, Netmender, Incorporated.

Matt Chitty has worked very closely with our Washington Office since 1994. In the years we have known and worked with Matt, we have developed a very strong relationship and have come to depend on his skills and expertise.

Although I'm certain that Matt has many other clients, he has still given our office the feeling of receiving special attention. Whenever we call, no matter the time, no matter the problem, there is always a person in the office answering calls and we always receive a call back from Matt himself, generally within minutes. He always knows when he will be available for an on-site service call, although, he is so adept, we often work through, and solve, issues over the telephone. If not, he immediately lets me know when he is available and is at our location as soon as possible, usually within the day. In this day and age, even given the line of business Matt has chosen and the special demands he is placed under daily, this personal attention and level of customer service is hard to come by and we definitely appreciate it.

Matt not only knows the Microsoft product line but is current with multiple hardware products as well. Having built our network by hand, he is so familiar with our system, that he knows which products will make a perfect fit, when to make a new product recommendation and how to best implement those solutions so that the individuals of this office, including their productivity and schedules, are least affected. He has been a superb source of information, and I know when I buy a product, or service, from Matt that I am getting the best possible product for the company's dollars.

I have referred Matt to other companies on several occasions and have never received any comments less than "Matt is the best."; "I don't know why we waited so long."; "I don't know what we would have done without him."

For these and many more reasons, I strongly recommend Matt Chitty and any member of the team he has created, Netmender Incorporated, for any project under your consideration. I believe he will exceed your expectations, as he has ours.

C Carrol

McDermott International