

October 16, 2013

Mark Whitmire
501TechNet
7030 S. Yale, Suite 600
Tulsa, OK 74136



Dear Mark,

The purpose of this letter is to formally and publicly commend 501TechNet and your staff for the excellent and thorough service you have provided to Owasso Community Resources (OCR). The level of service your organization has provided and continues to provide far exceeds my expectation and we are thrilled to have chosen to partner with you.

When I began my tenure as OCR's Executive Director, I quickly realized we needed help with technology. We had many issues with our environment as a whole, some of which I was aware, others I had still yet to discover. We were paying a local tech guy hourly for what I considered to be temporary fixes (or band-aides, as I called them) to a much larger issue. We needed a complete overhaul. But, let's be real – a new Executive Director cannot go and spend a fortune in her first week on the job. So, I began researching what my options where.

You were so very helpful during my research phase, providing me with resources to help me present the 501TechNet Managed IT program & services to my board of directors. It became apparent, right away, that your team was the right choice for our nonprofit organization with a very small budget. **501TechNet provides the most comprehensive, affordable, and mission friendly solution to our IT needs. And, I was thrilled when our Board of Directors voted to make this investment in our IT environment by partnering with 501TechNet.**

Immediately, your team came to assess our needs and together, we decided together to upgrade all of our computers, software, and firewall, and to begin using a remote cloud backup service. To my delight, when we installed everything a 501TechNet staff member returned on the following business day to make sure all staff members were comfortable with their new computer and that everything was fully functional. This was a remarkable service that absolutely blew me away! There were a few bumps in the road for my staff, and having an IT professional on hand to help us navigate through the upgrade was a tremendous help. Our staff members are now able to more efficiently perform their jobs, and as a result we are able to help our clients in a more timely fashion.

Your team is always responsive to our needs. I rarely have to wait for an update to a trouble ticket. I wonder at times why I even put a "needed by" date on my tickets, because the resolution is always provided ahead of our expectation.

We have leaned on 501TechNet to help us with our website and online donation page, as well. We were being overcharged by a provider who was not meeting our needs prior to partnering with your team. Now, we have a solution for online donations that is not only meeting our needs, but has room for flexibility and growth. We are thrilled to be partnering with a local business to design our custom online donation page to our supporters. I rest easy knowing if there is a problem, someone locally will address the issue with the same urgency we have. This was NOT the case with our previous provider.

We value your efforts to keep our conservative budget in mind. I feel like you are truly in our corner when it comes to finding the most affordable options for hardware or when negotiating a contract with a service provider. You have helped us reduce our monthly rate with communications provider while increasing our internet speed. You have also offered to review our contract and negotiate on our behalf with our printer/copier lease provider – which we will definitely be doing in the near future. In addition, we greatly appreciate it when you share new opportunities with OCR, such as donated items that you are passing along to your partner agencies.

It is easy to see that 501TechNet is mission focused and that customer service is on the top of your priority list. I am not exaggerating when I say **I have no idea what we would do without you!** Please feel free to use us as a reference for potential 501TechNet clients.

Most Sincerely,

Christina Ward
Executive Director

P.S. (Our organization has a higher morale, too, because we are far less frustrated with our computers! We can actually work on our computers when we need to without waiting for them to "catch up" with us.)

Investing in our community ... One Life at a Time! Dedicated to helping Owasso and surrounding areas residents in need.

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