

GFI

Foxcom Ltd
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Dear Glenn and Ruth,

28th March 2008

FOXCOM – SOLVING LOTS OF IT PROBLEMS

I thought it was about time to record some of the "wins" you've given to me or my clients since we started to work together in the middle of last year. Please use these as you wish.

Initially, I asked you to take over at short notice the IT support for one of my clients and an associate company to cover their move to new offices and upgrading their out of date equipment – a poison chalice perhaps? But the job was done, on time and they're in and sorted. Thanks for getting it right as it was my reputation on the line and I wouldn't have wanted to have fallen down on this one!

Then you thoroughly sorted out my GFI systems. I am now the owner of my own domain (simple when you get the right advice) and my systems work well. This was followed swiftly by a relocation for my office – I'm up and running with back-up systems, redundancy built in and the marvellous "log me in" that allows me to work away from the office seamlessly – a revelation. Thanks.

Your support at Venturefest Yorkshire made the IT side of that major event the smoothest it has ever been. Your stand was great too and the "Bad Day at the Office" videos exemplified your approach to solving IT issues – no fuss, a light touch with humour, but hard edged practicality with fair pricing.

Then, my major client WOM UK had a short notice secure access requirement – step forward Ruth. The member access part of the site was built quickly, cleanly, without fuss and at very reasonable cost. Unlike many projects large and small, this one was delivered on time and on budget – indeed, 12 hours early. Ruth, very many thanks.

Many of the skills in the company may be like the "light hidden under a bushel" so I hope that this letter will help you as you develop your customer base and portfolio of products.

Best wishes,

Yours sincerely,



Andrew Macdonald