



VILLAGE OF NORRIDGE

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July 9, 2010

Excalibur Technology
Attn: Scott Cummings, President
700 Fox Glen
Barrington, Illinois 60010

Dear Scott,

I want to tell you how satisfied the Village of Norridge is with your IT support services that you offer our organization.

We currently use your services on a monthly basis and when we have a need for special IT projects. The monthly support technician, Justin Orseno, has been very helpful not only to me, but our staff as well. I feel that he seamlessly integrates with our employees as one of our own and everyone feels very comfortable working with him.

I would also like to commend Excalibur Technology on their ticket entry system via the web. When a problem arises, I just enter it into our pending list that we have created. Justin knows to look at that list when he arrives on site and he immediately starts completing the tasks. Excalibur Technology always finds and recommends solutions to our IT needs. At the end of the service visit, we review and go over the work he has completed. This proves to be both a benefit and learning experience.

Again, I would like to thank Excalibur Technology for their professional services and their responsiveness in those times of need. The Village of Norridge looks forward to continuing its relationship with Excalibur Technology.

Sincerely,

Douglass Strempek
Information Technology Coordinator

Incorporated 1948