



November 20, 2009

Coats Office Automation
Tom Sarach
4560 South Blvd., Suite 298
Virginia Beach, VA 23452

Dear Tom:

I want to thank your team for their support and recommendation of IntelliPath during our server crash three weeks ago. The feeling of helplessness and frustration was more than we had ever gone through and is something I never want to experience again. We had just finished payroll when our computers went down. Although they came back up we knew something wasn't right so we called our computer tech company who informed us that our server had crashed and they would have someone come work on it in the morning. We have used this company for two years and knew they would take care of us. After two hours of working on our server in the office they finally said they would have to take it into the shop and would be calling me. All this time my offices are non-functioning and the stress is building. When they finally called me late that morning it was to inform me that they couldn't fix it and I would have to buy a new server. My first question was how long will it take and how much money will it cost? The salesman didn't have either answer and said he would call me back. In the meantime I have three offices that are still not functioning. Frustrated I placed a call to Chris at Coats to ask him what they would suggest. He talked to me about IntelliPath, told me how it would work if we used them and sent me some information by email. After looking it over I emailed Chris at IntelliPath and he responded within two minutes. We then talked on the phone and he said while you are deciding I am going to go ahead and make your virtual server so that if you decide to use us we will be ready to download your backup here and we can have you up and running before the end of the day. I waited for two more hours for my current provider to get back to me with rates and a timeline, finally giving up and calling him myself. He said it would be Friday morning maybe before we could be up and running and that depended on whether we went web based server or they had to build one for us. That is what ultimately made my decision. This company that I had never dealt with or even talked to could have my business up and running within a few hours and my own computer vendor would take 2 ½ days with no guarantees.



It has now been three weeks and we couldn't be happier. Both IntelliPath and Coats have worked with us to get everything running smoothly again and been there quickly with their responses. My Assistant worked over the weekend to get everyone's computers up and running and IntelliPath was there whenever she needed him. Chris was so helpful in walking her through all the set up processes and doing it in a way she understood because she really had no formal training with this type of computer problem. He made it so easy that it was phenomenal how quickly he enabled her to get all the computers ready and running. Lisa at Coats has helped us fix minor problems with our payroll because we hadn't backed that up before we crashed and has made a very stressful situation bearable. The speed with which Chris at IntelliPath got us working again was unbelievable and I only wish we had switched before our crisis instead of during it.

I can't thank Coats and IntelliPath enough for their support and help. Oh yes, I received the quote from my computer tech at 3:45 that afternoon after we were already in the process of getting our backup information to Chris at IntelliPath. Their quote was many times higher for the initial setup and about the same for the monthly costs. I would recommend Coats and IntelliPath to anyone in the Staffing field!

Norma Ramsey, President
Our Gang Staffing Services, Inc.