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Jeff Platt
Graphical Interface
211 Park Avenue
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Dear Jeff,

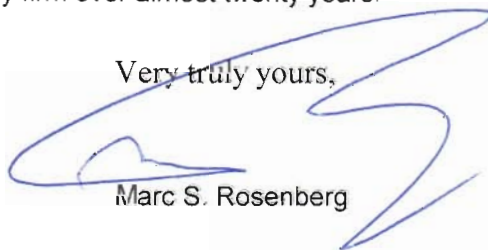
It amazes me to know that our professional relationship has transcended almost two decades and I have seen your company change and grow into so many incarnations. Always seminal to your mission was customer service and attention. Although you are not the one covering every call any more, you have managed to instill in and associate with technicians who are competent, savvy and about getting the job done.

My firm has never had a service contract with you, per se, but nevertheless any time there was an issue that arose threatening our ability to function regarding our computers, no matter the time or the complexity of issue, you and your staff have NEVER failed to deliver.

You may recall that we had a high priced "boutique" tech firm that always managed substantial bills but never could get us up and running. I remember you, in shall I say, a "no nonsense" approach, explaining how we were being exploited by our IT provider and how you could do so much better. I remember thinking you brash and brazen, but even in your companies infancy you delivered the goods like always.

I have never hesitated to refer friends and colleagues to you. Many thought you a bit rough in your approach, but no one has ever suggested that you were anything less than immensely competent. You are an oddity in your profession because you are about results and not flash. Kudos to you, your staff and the excellent work you have provided my firm over almost twenty years.

Very truly yours,



Marc S. Rosenberg