



December 18, 2010

Lewan & Associates
1400 S Colorado Boulevard
Denver, Colorado 80222

Jon,

At the conclusion of our installation and training week with Rudd Gates I just wanted to take a moment to let you know how pleased we have been at West Central with our experience. Your group at Lewan has been competent, efficient and helpful in every phase of the project. From the first steps of providing guidance in how to put together a hardware spec to meet our goals to the final day of installation and training, everything has worked just the way we were hoping for.

In particular, our experience with Rudd during the week he was here was excellent. His relaxed training style matched our work environment. His technical knowledge of the hardware and software was impressive. His ability to problem solve was gave us added insight into how the various components interact. He was willing to extend his hours and be available whenever the situation required – two or three days saw him willing to meet before the business day began or long into the evening after a full day of training. He also spent a couple of hours putting together a software-based router to help us deal with an inability to manage a physical router in our environment – this enabled us to bypass a tricky situation here and utilize the capabilities of our SAN device that would otherwise have been somewhat restricted.

All in all, Rudd was a great representative of the entire Lewan team that we've been dealing with.

Thank you Rudd and all your team members who were part of our project.

Kevin Mills

Network Director
West Central Mental Health Center