



*From the desk of
Randy Reed
Chief Financial Officer*

Dear Sir / Madam:

I'd like to strongly recommend Techcess to you as an outsourced IT services partner.

Techcess did a wonderful job of coming in and designing an IT strategy for our Company which, frankly speaking, was in disarray from an IT perspective. They evaluated our network; every PC/device associated with it, and recommended upgrades providing a detailed cost estimate and timeline for each. Their CEO and management team were very responsive to us throughout our IT transformation project. They helped us reorganize files, drives, upgraded servers, migrated us to an in-house mail exchange server, all in a non-disruptive manner. Their staff is extremely competent, responsive and cost-conscious. Now days, IT is not an issue at DuraTherm. When any of us has a technical problem, we just open a ticket or dial a toll free number, and within minutes somebody from Techcess is calling us and taking over the PC from a remote location to solve the problem. We get regular visits from a Techcess representative to visibly check the equipment and deal with any recent issues or questions we may have. We also take advantage of their purchasing leverage with suppliers, procuring all of our equipment through them at discounted rates.

Now we don't need a CIO or IT staff. All we need, Techcess provides at a very affordable rate.

This has increased our overall effectiveness and keeps us focused on business rather than being distracted by non-value added and time consuming technical issues we know nothing about.

Again, if you are considering an outsourced IT service partner, I'd strongly recommend Techcess. They are honest, competent and resourceful. They will save you money.

RReed

Randy Reed
Chief Financial Officer
DuraTherm Inc.
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