

March 31, 2011

Caleb Brewer, CEO
Diakonos Technology Group
7305 Natalie Janae Ln. NE
Albuquerque, NM 87109



Dear Caleb,

Our computers have never run so well!

When I called you to consider you taking over the management of our network, you first did an audit of our system. This helped me to identify: (a) short term, high priority issues that needed immediate attention; (b) mid-term priority issues to move the system to a healthier, more efficient operation; and (c) long-term priority issues upon that would place and keep the system on the most desirable footing for long-term benefit.

We now have a plan, our computers are running well, and we know what we will need in the future.

I appreciate the way you work and how well you explain things to each of us. It is helpful knowing what the problem was, how it was fixed, and what the cost will be, in a timely fashion. Your system for problem analysis and problem solution really puts us at ease by documenting exactly for what we are paying.

Bottom line—we don't have to keep calling you back for the same thing. You have taken a nagging weight off our shoulders.

We have been the beneficiary of your expertise. I wish I had called you a couple of years ago! I would highly recommend you to work on any business's computer network, large or small. The references of current customers that I checked were completely correct. You are skilled, honest, and efficient. It is a pleasure to work with you. Thanks again for your efforts.

God bless you in your business. We need more guys like you out there!

Sincerely,

A handwritten signature in cursive script that reads "Reid".

Reid Warner
President/General Manager