

President:
The Earl of Scarborough

Chairman
Martin P W Lee

Director:
Richard L Clarke

Mr. Andrew Barratt and Mr. Shaun Wilders
Barratt & Wilders Ltd.
Business & Innovation Centre
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28th January 2003

Dear Andrew and Shaun

On behalf of all the staff of the Foundation, may I say a very big "thank you" to you both, not only for the excellent advice you gave us prior to our embarking on the purchase of new computer equipment but also for the excellent service that you have given us both during and after the installation. The new equipment has certainly made a difference to our productivity not to mention our sanity.

Although we have encountered a few teething problems, being able to pick up the phone so that you can talk us through resolving the problem or having you dial in to our system and resolve it yourself has made such a difference. I know at times our questions have been naïve and downright stupid (as in the case with the speakers) and your patience with our ignorance (and your technical knowledge of course). have impressed us all. Having computer issues explained in normal language rather than techspeak has been really useful and has helped us to "understand" our new system.

As you know we had a limited budget and being able to save on unnecessary licence and software fees has enabled us to keep within that budget and your advice and efforts on our behalf are greatly appreciated.

Once again, a very big thank you from us all

Your very satisfied customers



Sandra Mullins
Operations Manager
On behalf of
South Yorkshire Community Foundation