

Dear Ms. Mitchell,

I am writing in response to your letter regarding the recent service incident that occurred last Friday.

Firstly, we sincerely apologise for the inconvenience caused by the unexpected system outage. We fully understand how this situation may have affected your business operations and the resulting delays it caused for your team and clients.

After an in-depth investigation, we determined that the issue was caused by a compatibility conflict between our latest update and a third-party module. While our initial testing was successful, this external integration failed under the high-demand production environment, leading to the temporary four-hour downtime you experienced.

Our technical team has already taken the necessary measures to ensure that this does not happen again. The conflict has been successfully resolved, and we have implemented a more rigorous protocol to prevent any recurrence. Furthermore, we are reviewing our internal support procedures to ensure clearer and faster communication with all our clients.

We value our professional relationship with Bright Solutions Ltd and are committed to maintaining the high standards we have always offered. Please do not hesitate to contact us if you require further assistance.

Kind regards,

[Cristina Sandoval]

Customer Support Department