

June 13, 2023

To whom it may concern:

I am very pleased to be able to write this letter of recommendation for Brian Wallace. I was the CEO of Biscom, an enterprise software company that develops secure messaging solutions for healthcare, financial services, and government agencies. I worked closely with Brian for many years – he started working as a customer support engineer in the secure file transfer division at Biscom in 2004, and we worked together until I retired in 2022. One of our core values at Biscom is providing the highest level of customer satisfaction possible, and it requires our team to regularly go above and beyond the call of duty to meet very demanding customers. Brian was part of that customer service team and ranked among the highest in terms of customer ratings and feedback. I'd routinely receive emails from customers praising Brian's knowledge, persistence in finding solutions, and ensuring they were up and running as quickly as possible. I would add that Brian was always the person I knew would step up to help customers when they were in a tough situation, and often coming up with creative ways to solve problems. He did this by being intimately familiar with our product, enjoying the challenge of understanding the bits and bytes at a very granular level, doing research on the web to find obscure information on aspects of our internal architecture or with a system on which our software was installed, and spending time understanding how customers had implemented and were using our software within their environment. These three aspects enabled Brian to methodically narrow problems down to areas that could be tested and resolved quickly.

Brian quickly became the go to resource for all things related to our secure file transfer solution, and he often worked outside his specified scope of work to help our sales team with demos and pre-sales discussions with prospective customers, would travel to customer sites for hands on support or installation services, and even took on side projects that eventually turned into new features. One example of that was a script Brian wrote using our web services API to automate the uploading of very large files. He created a caching mechanism to prevent redundant uploads of the same file which reduced bandwidth and upload time by an order of magnitude. We later turned this into a self-standing automation tool that was a revenue-generating add-on component to our solution.

Having worked with Brian for so many years, I truly appreciated his conscientiousness, his immense technical skills, and logical and creative thinking and experimentation that helped find solutions to thorny problems. I am more than happy to speak to anyone in person about Brian if more information is required.

A handwritten signature in black ink, appearing to be 'Bill Ho', with a stylized, flowing script.

Bill Ho
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