

**Bair, Nick**

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**From:** Becht, John  
**Sent:** Friday, June 26, 2009 11:28 AM  
**To:** Janzing, Steve  
**Cc:** Bair, Nick; Murdock, Allen; Schrag, Paula; Podell, Shani; Harmon, Kim  
**Subject:** Outstanding Support Story

Hi Steve,

Yesterday I asked for assistance with a large firm in Portland, OR. that had some difficulty figuring out a problem through our regular support channels. I reached out for help and within a very short period of time the problem was identified. When our support staff is able to dig deep enough to find incompatibility with a competitive program, I think that is above and beyond the call of duty.

I would like to thank Paula, Nick and Steve for a rapid coordination and identification of this set of circumstances. Outstanding job. This is what allows us to stand apart in this market. Not only were we able to identify the problem but this all happened in less than 24 hours.

Shani: This could be an opportunity for a discussion on Document. See below.

Nick: Outstanding job sir. Thank you.

**John Becht**

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**From:** Leah DiGregorio [<mailto:leah@hss-cpas.com>]  
**Sent:** Friday, June 26, 2009 11:16 AM  
**To:** Becht, John  
**Subject:**

John, we got the transmittal letter figured out. It turned out to be a conflict with our Document Management software. Our IT person worked with Nick in technical support. He was very helpful.

Leah DiGregorio

Certified Public Accountant

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