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Attn: Robin Chow and Stuart Demeter

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As a dynamic, fast-growing, and broad-based community organization, it's critical that the staff and management of JVS Toronto stay focused on our core business and work within a stable, reliable IT infrastructure.

In early 2006, after issuing a comprehensive RFP and an extensive review and comparison process, we announced the award of the contract to XBASE. We have been more than pleased with the results - our IT Operations are consistent, dependable, and secure, your Support staff is friendly, knowledgeable, and helpful, and our costs remain competitive.

Our previous IT Supplier provided onsite Support personnel, so we were concerned about an environment where Support Staff are only onsite when issues cannot be resolved remotely. One of your initial projects involved re-architecting our technical environment so that it became dependable and secure - we quickly became convinced that your operating model, with a centralized Helpdesk and powerful remote access tools, is both more effective and efficient. Supporting that, you have always been quick to dispatch a person when the issue could not be resolved remotely.

XBASE has also been able to help us in a number of other ways – developing secure backup and recovery strategies, server migrations, Virtualization, office builds and relocations, and defining and implementing a consistent environment for PC's. All these measures resulted in having the resources for staff to serve our clients and the confidence that our clients have the tools to ensure a successful transition to employment. Projects have always been accomplished both on time and within budget.

We continue to look to XBASE as a strategic partner and would not hesitate recommending your services.

Sincerely

Kim Coulter
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