



April 30, 2024

Dear Gerrell,

As a business owner, there are a lot of tasks from day to day that need to be completed. As a business owner in an office setting where technology is essential to get those tasks completed, it's hard to do so when technology is not cooperating. With that being said, technology issues are not something I aspire to have on my daily office task list.

From small to medium to large technology issues, you have provided solutions for my office more than a few times. I want to take the time to say thank you for all that you have done. Each time I have worked with you it has been a pleasant experience. You always gave options and allowed me to choose which route versus pressure me into a sale or the most expensive solution.

These solutions include replacing a battery in my x-ray CPU, installing a printer on my network which has allowed me to print from any computer in the office and replacing the hard drive in the CPU for one of my assessment rooms. The response time after reaching out to you was quick as well as scheduling an appointment and the work/labor, itself. Some of the appointments were scheduled the same day or even the next day, if availability allowed for it. The battery replacement and printer installation was completed within an hour, no more than two hours, after showing up to my office. My CPU in the assessment room was back up and running within a week after you took it from my office to your shop.

I'm not sure if there are enough words to truly express my gratitude to you for the service you have provided since I met you almost a year ago. The level of service and expertise is unmatched. I'm glad to have you as a resource. 10 out of 10 would recommend. Thank you again, Gerrell!

Sincerely,

Dr. Quentre Shannon

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