



Asset Strategies

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(Please deliver immediately)

DATE: April 27, 2011 PAGES: 2
(Including cover sheet)

TO: Ms. Devara Kay Hodges
The Fishermen Ministry Head Start Program

FACS #: 313-491-6865

FROM: Judy Tower Dotson
Office Manager
248-373-9900, ext. 109
jdotson@assetstrategie.com

SUBJECT: Expetec Technology Services Reference

Attached please find the reference request for Expetec. We've worked with Mike, Vicki and their crew since May, 2007. Just in time for me, as responsibilities shifted and we found less opportunity to trouble shoot and correct our own IT issues. Since 2007, a phone call or email to Expetec, and the problem gets handled.

In addition to IT maintenance services, Expetec has handled several "projects" including replacement and upgrade of our network server, cut-over to new telephone and internet service, printer installation and trouble-shooting, and assistance with software glitches and issues.

They've become a valued resource for the firm and for me. With their monitoring and report process, sometimes they are aware of problems before we are. They respond promptly to every trouble report. Contracting with them has freed up time for the company owner, George Vitta, and for me, to provide services to our clients.

If you have any questions or would like to discuss our vendor relationship with Expetec more specifically, please get in touch via telephone or email at your convenience.

Sincerely,


Judy Tower Dotson

C: Vicki Shepard, Expetec Technology Services, FAX ~~(248) 391-8946~~ ⁸⁶⁶⁻⁵⁶²⁻⁷⁵⁵⁵



10047 Grand River, Detroit, Michigan 48204-2039 Phone: 313-933-0300 Fax: 313-491-6865

APR 21 2011

April 19, 2011

Assets Strategies
2635 Lapcer Rd
Auburn Hills, MI 48326
Attn: Ms Judy Tower-Dotson

RE: Expetec Technology Services

Dear Ms Tower-Dotson,

The Order of the Fishermen Ministry Head Start Program is in the process of reviewing responses to a "Request for Proposal" for IT Network/Server Maintenance and Support Services. Expetec Technology Services listed you as a company reference. We are requesting your opinion on this organization and the quality of services they provide. We would greatly appreciate your take a few minutes to answer the following questions. As we are on a timeline for awarding this contract would you please fax your responses to us at 313-491-6865 within the next five (5) business days?

- How would you rate Expetec Technology Services overall quality of service?
 Poor Fair Good Excellent
- How would you rate Expetec Technology Services response time to your IT/ Network issues?
 Poor Fair Good Excellent
- How would you rate the technical skills of Expetec Technology Services' staff?
 Poor Fair Good Excellent
- What is the likelihood Expetec Technology Services will work with your organization in the future?
 Poor Fair Good Excellent
- If "Poor" why not?

Additional comments:

Expetec is very responsive to any & every reported issue. They often perform "above & beyond" our expectations.

TOFM Head Start... Reaching Children and Helping Families with Excellence and Love