



MONARCH VETERINARY HOSPITAL

5/4/2007

To Whom It May Concern:

I am more than happy to write a Letter of Recommendation for Marty Addison and Vetworks, even as today I referred one of my best friends to you as he starts up a new business and has some significant IT challenges as he does so.

For the past four years we have bounced from one IT service to another, and all with some degree of frustration and never achieving the level of performance or finite organization/design that I have dreamed of all along. We are a small companion animal practice that features high-technology design and services, including paperless medical records, digital dental radiography, and ultrasound with telemedicine capability. My wife is the practice Administrator, and with a young child at home, we needed serious remote access capability for the business office, as well as for me to access my medical records in the evening. I also wanted remote video surveillance for my medical wards, as I often keep patients overnight. I needed a good balance of efficiency and practicality, as well as quick access to a competent team of veterinary savvy IT professionals on short notice.

I was impressed that Vetworks offered an initial meeting to assess our IT needs and my expectations, and to provide me with a realistic estimate of my costs. Marty has continued to always confirm our phone conversations with clarifying emails and written estimates each and every time. He has set a clear standard of integrity this way, as well as purposing to avoid miscommunications and conceptual mistakes. I have found their use of sending me .PDF files for both estimates and invoices to be highly efficient as well. Vetworks has also purposed to ask questions in regard to our needs in a way as to be a real advocate for our success and to find new ways to make our work more efficient and free me up for time with my family, patients and staff. I only dreamed of one day escaping the overwhelming paper of the business office, and Marty found a fantastic solution that allowed us to go nearly paperless in all aspects, while enabling my wife to do 90% of her work from the home office; something that was only a pipe dream before. I now can observe my critical patients from any web browser and even hear them or speak to them remotely, accomplished with a video pan/tilt/zoom camera. Vetworks assessed and re-organized my network cabling, switch and patch panel. Rather than suggesting purchasing new PC's, Vetworks showed me that a few inexpensive upgrades would extend the useful life of our existing hardware and enable us to upgrade to the newest version of our practice management software.

Vetworks has also never failed to be quickly responsive via telephone when I have had an urgent problem, and they have innovative technology in place to see that they are accessible to their clients. As a result of Vetworks, this is the first time since opening our practice that I have real confidence in our IT system, plus the assurance they are only a phone call away.

Marty has shown us genuine professionalism by going above and beyond what was requested to offer solutions he perceives we need to make our life easier and our practice more of a joy to operate.

I have particularly appreciated their assistance in determining our hardware and software needs for home as well as work, since the two interact and need to be seamless. Their prices have been extremely fair and competitive, and deliveries expedient.

Therefore, it is my pleasure to recommend Vetworks to any of my colleagues in veterinary medicine, as well as to any small business owners who have real IT needs that cry out for solutions. You will never be surprised by hidden charges, and your expectations will be exceeded again and again.

Sincerely,


Glenn S. Craft, DVM

Owner and Hospital Director