

## VETERINARY SURGICAL SPECIALISTS

■  
Marty Addison  
Abra Collabra  
1155 Sportfisher Drive, Ste. 200  
Oceanside, CA 92054-2562

Marty,


It is our pleasure to provide you with a letter of recommendation for IT services. After a rather dysfunctional experience with our former IT provider, we were pleased to have a professional and focused assessment and action plan from Abra Collabra. Multiple layers of "damage control" needed to be implemented in the beginning, where your recommendation to ratify both hardware and software inconsistencies proved a highly prudent step in regulating our network. The most dangerous problem we faced initially was the inability to produce a successful backup of our database. Since we are primarily a paperless veterinary practice, protecting electronic medical records is paramount to our success. The Overland Arc Vault you recommended has successfully consolidated our backup data from our network server, our proprietary veterinary software; DVMax, and our Eklin digital radiography server. This brings great peace of mind and confidence that should any crisis occur, our data will be preserved.

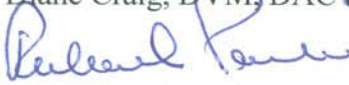
With regard to day to day functions and troubleshooting, we find you available and promptly responsive to our IT needs. Both your verbal and written communication on the status of any given problem is very effective in keeping us informed.

We appreciate the proactive approach you have taken in assessing our infrastructure needs and your persistent suggestions on how to achieve the goals we outlined together at the inception of our contract. A great deal of repair and realignment of our network has been made over the last eight months and we look forward to moving into the maintenance phase of our relationship now that a majority of our chronic problems have been remedied.

Thank you for your detailed approach. Your expertise and thorough communication of your vision for us has instilled great confidence in your ability to meet all of our IT needs.

Sincerely,

  
Diane Craig, DVM, DACVS

  
Richard Pankowski, DVM

  
Jill Iwaniec