

# Naples Daily News

naplesnews.com

Date: January 2007  
Subject: Letter of Recommendation  
Reference: Enterprise Systems Corporation

Naples Daily News was seeking an upgrade to our existing Nortel communications systems. Being Naples' hometown newspaper with around 70,000 circulation (110,000 in season), we needed the confidence that this would be accomplished with minimal downtime.

After entertaining bids from different companies, the Nortel solution proposed by Allan Malonson and Enterprise Systems was chosen. Allan and Enterprise Systems were and are prompt with engineering and quotes and are in a word, accessible.

In addition to the Option 61C system being upgraded, Naples had need of in depth consultation regarding our Symposium Contact Center Server. Enterprise delivered and exceeded our expectations. An engineer was assigned the upgrade project for the Option 61C and it went very smoothly, with minimal service interruption. The two Contact Center engineers that Enterprise sent to our site were in our opinion subject matter experts. In the words of our Contact Center manager "I learned more in ten minutes about our Contact Center server than in a year with our previous vendor".

I highly recommend Enterprise Systems to any organization (Contact Center in particular) who is seeking a Nortel partner.

Sincerely,

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