



October, 2014

To whom it may concern,

As the Infrastructure Support and Delivery Manager for Severn Trent, I have had both the pleasure and good fortune of dealing with Enterprise Systems on a professional level since the spring of 2013. We were doing a major upgrade and rollout of our communications systems and required sourcing a Shoretel Partner with the competency and experience to make it a success.

Having received varied levels of service over the years from different service providers big and small, it was most refreshing to find a group of competent individuals focused on providing personalized customer service, customer satisfaction and value. Within the scope of my responsibilities at Severn Trent is supporting the rollout and maintenance of the aforementioned Shoretel solution. Whenever issues arise I know I can rely on the team from Enterprise to respond quickly and effectively, putting their knowledge and expertise to work to resolve the issues at hand.

So, it is without the slightest hesitation that I recommend them, their company and the services they provide and I am confident that their commitment to their customers will speak for itself to anyone willing to listen.

I would be pleased to answer to the best of my ability, any questions regarding Enterprise Systems, the above-mentioned persons with whom I have worked or any products or services they have provided for Severn Trent Services.

Sincerely,

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