



August 16, 2006

**Re: Bryan Vincent Associates, Inc.  
Letter of Recommendation**

To Whom It May Concern:

I would like to take this opportunity to offer this letter of recommendation for Bryan Vincent Associates (BVA). BVA has been providing computer network support services at our various facility locations for more than seven years. Their staff members perform routine preventative maintenance, troubleshooting, server upgrades, new installations and a variety of other computer technology related functions on a regular basis.

I can't say enough about their professionalism, knowledge, honesty, fairness and integrity; especially, when it comes to resolving a critical issue. We have found that they go above and beyond our expectations, even staying to analyze and correct a problem created by another company so that the issue did not affect our business operations.

Jeff McIntyre is the best Support Specialist I have ever worked with in my 12+ years of coordinating computer network services. He is prompt, organized and diligent in preventative maintenance and troubleshooting our various issues. He is able to communicate in non-technical terms so that I have thorough information in order to make informed decisions regarding our network systems.

It is always a pleasure to work with BVA for our computer network services, whether we are communicating directly with Bryan Vincent, himself; Collin Kennedy, Director of Business Development; Sam Crawford, Director of Operations; or any other staff members.

We cherish our long term relationship with BVA, and it is without hesitation that I recommend Bryan Vincent Associates for computer network and technology support. Please feel free to contact me if you need further information.

Sincerely,

**Grayhawk Development**

A handwritten signature in black ink, appearing to read "Patricia Perna".

Patricia Perna  
Development Coordinator

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