



November 15, 2021

Don Giordano
Entel Systems
230 West Parkway
Pompton Plains, NJ 07444

Don,

I'm writing this letter to show my appreciation and acknowledge the excellent service your company has provided to myself and the Wallington organization during our new phone system installation.

I've been involved in the technology business for more than 20 years, having spent most of my time at some of the largest financial firms on Wall Street, during which I have overseen numerous technical projects with varying degrees of vendor support. The support received from your staff was exceptional!

My first introduction to your company was through Maureen Blanos, Communications Specialist, and immediately I knew I had found the right company to assist in finding the proper phone system to meet our company's needs. Maureen took her time to understand our business and clearly knew answers to questions I didn't even know I had. Her product knowledge of the variety of systems available was extraordinary in helping us to narrow down the solution we ultimately picked. Her availability and responsiveness to emails and calls, even today after the end of the project, is extraordinary.

Once the contract was signed, we were assigned Kim Dolce, Project Manager to assist in the implementation of the system. Of all the project managers I've interacted with over my career, Kim proved she is the absolutely the best! She immediately took ownership of the project, not once was there a deliverable overlooked or missed. She struck the perfect balance between execution and follow-up. It was an absolute pleasure working with Kim in implementing this project.

I believe in acknowledging the contributions an individual makes, but only when they exceed the basic functions of their position and both Maureen and Kim far exceeded my expectations in professionalism, product knowledge and execution. One of the best indicators of this praise is when your end-users experience a seamless transition to a new technology without any interruption in production and most importantly service to our customers and that is exactly the result we experienced.

On behalf of everyone at Wallington Plumbing Supply, I want to thank Maureen and Kim, along with anyone else who supported them from your company for an outstanding job and proving that professionalism, ownership, accountability, and commitment are still the cornerstones to success.

Raymond DiRussa,

A handwritten signature in cursive script that reads 'Raymond DiRussa'.

Director, IT
Wallington Plumbing Supply