



July 1, 2002

To whom it may concern:

I am writing to recommend Innovative Concepts as a service provider for your IT/IS project. Innovative Concepts has been our equipment provider, ISP and Web hosting company since 1999. I also worked closely with this firm over a one-year period when they performed system conversion, hardware and software upgrade, new equipment installation, website development and ongoing service and maintenance for a project with one of our clients.

Their ISP and Web Hosting services have been flawless. As far as Web Design, they are able to understand a client's needs for style as well as content. They assisted us with interactivity, data storage and retrieval and e-business functionality. Working directly with the web design team, I found them professional and speedy in project delivery.

Innovative Concepts worked closely with us during a client's relocation to a new headquarters building. They provided assistance with interior space design, wiring, moving existing equipment, configuring the new network, installing new hardware and software, and providing ongoing maintenance. They worked nights and weekends to make the move seamless. Business was uninterrupted throughout the move.

I have found their service response time as good as or better than others in the area. Much of the work they have done for us and for clients they accomplished remotely. When needed, they have provided service after regular business hours.

The staff at Innovative Concepts have been very capable in matching the correct equipment to customers' needs. I have never felt over- or under-sold. Similarly, I have found them to be extremely knowledgeable about the most current software packages for a variety of IS needs. I trust their judgment implicitly in recommending both hardware and software solutions.

In closing, I believe Innovative Concepts offers many value-added aspects to its service. As local providers, they care about maintaining their reputation for quality service delivery. They are more interested in finding solutions for customers' needs than in selling additional equipment or services.

I have always found Lonny and Katie Rollins to be people of integrity. I wholeheartedly recommend them and Innovative Concepts to work with you on your IT/IS project.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Fitzgerald", is written over a light-colored rectangular background.

Greg Fitzgerald