



Thursday, August 20, 2009

To whom it may concern,

I am pleased to be a referral for MTC and to share our great experiences in having them as a partner for our technology needs. Children's Mercy Hospitals and Clinics have worked with MTC since January of 2008 and they have not only been a means of acquiring hardware and software applications at reasonable prices, but as a service partner for our print fleet.

MTC makes trips to our location at least once a week to pick up and drop off broken and then repaired printers. The efficiency and attention to detail from their technicians is superb. On average they repair 3-5 of our machines a week. They are dedicated to turning these around in a timely manner.

Not only does MTC provide these basic services but they helped us with one off problems as well. For example, when we ran out of available space for a temporary situation they allowed us to store our extra inventory of monitors, carts, and workstations in their spare space for a nominal fee. This kind of out of the box thinking is part of why we enjoy working with them.

I would recommend MTC and their great staff to any one in the industry. They are always willing to go the extra mile to find the best value, and give the best solutions to fit our needs.

Please feel free to contact me should you have questions about this letter.

Sincerely,

A handwritten signature in black ink that reads "Mark R. Mouron". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Mark Mouron  
Children's Mercy Hospital & Clinics  
IT Procurement  
816.855.1988