

August 18, 2009

Midwest Technology Connection
410 West 5th Street
Kansas City, MO 64114

To whom it may concern:

The Girl Scouts of Northeast Kansas and Northwest Missouri are proud to provide a recommendation for MTC. We have had a relationship with MTC for over 10 years and it has changed and evolved where now they are handling most of our technology for us.

The Girl Scouts have just recently renewed our managed services contract with MTC and it will include 24x7 support for our servers, so the network administrator will contact the MTC Network Operations Center (NOC) with server issues. If they are unable to correct the problem by remote access, then a technician or engineer will come out to resolve the issue. With the 24x7 monitoring I anticipate many of our issues will be resolved before I realize there is a problem. We have always counted on MTC to help us with our entire infrastructure, so the decision to go to their NOC was a natural progression in our partnership.

From what I understand, this letter of recommendation is for PCs, notebooks, projectors and printers and service for all of those items. I can tell you that MTC helps us in some of these areas and here are some examples.

- 1) As part of the managed services contract MTC takes care of all our LaserJet printer repairs and toner.
- 2) As a new service for this coming year they will provide monitoring of our computers including Microsoft patch management, spyware scan and removal, and temporary file and internet debris removal.
- 3) To make sure our data is safe and secure; MTC has implemented a remote backup solution for us. We always have a copy of our data off-site and that provides peace of mind.
- 4) MTC recommends solutions based on our needs, so they helped us with the Citrix implementation, added extra layers of security to our network through HP ProCurve switches, and provided the firewall solution we needed.

We think MTC would be an excellent partner for any Kansas City company and they have proved it to the Girl Scouts again and again.

Best Regards,



Chris Willems
Director of Technology