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To Whom it May Concern:

It is my pleasure to provide this reference for Computer Troubleshooters of Spring Valley (CTS) and its owner, Joel Wachtel.

Our firm first engaged Computer Troubleshooters in August of 2007. They have provided us with a complete proposal to replace our old Linux server and workstations with a new Dell server and Dell workstations, to handle the conversion and provide us with Managed Services monitoring for our equipment. Prior to this installation, we had encountered significant system instability and occasional down time whenever the office management software had to be updated.

Computer Troubleshooters explained that the majority of our problems had occurred because of issues between our management software and the Linux server's operating system.

After the installation of the Dell server and workstations we found that this assessment of our system had been accurate and have experienced stability in our office network that we had not previously experienced.

Over the past two and a half years, we have utilized CTS for minor equipment incidents and can state that the server itself has never had any hardware issues which resulted in downtime.

CTS has installed a backup solution, which provides us with the ability to recover any changes of data on the server for a 3 month period. We have had some incidents where data was accidentally deleted from the system and CTS has been successful each time in fully restoring this data.

Mr. Wachtel is easily readily to our office for any issue and happily provides us with IT consulting upon request. Our office has been serviced on weekends and after hours so that there has been minimal impact on our office during normal business