



Dear ImageSoft,

We would like to take this opportunity to thank your support team on the success of our paperless project. When we first met to go over the contract expectations, we highly doubt anyone in the room would have ever been able to contemplate the number of issues and problems that arose. Without the help of Steve, Julie, Todd and Jason we would have never been able to make the progress that we did. We know that the solutions your team worked on allowed us to move forward and Go Live. We cannot speak enough of the trust we have in your team.

Also, we want to make special mention of Jason's efforts since he was the lead support person in the development of the PA system. Jason went beyond all of our expectations and proved his dedication to your company time and again. Every recommendation he made came with a thorough analysis of our processes. He took the time to not only understand our processes but give options and recommendation so that we would decide on the best solution for our office. With all the difficulties with error messages, server issues and training room disruptions, Jason was able to keep his composure and address each issue in a professional and concise manner.

We look forward to continuing working with your company.

Very truly yours,

Stuart J. Dunnings III  
Ingham County Prosecutor  
Ingham County

Lisa McCormick  
Chief Assistant Prosecutor  
Ingham County