

BOY SCOUTS OF AMERICA



QUAPAW AREA COUNCIL, INC.

Cub Scouts, Boy Scouts, Venturing, and Learning For Life

Chrystie Bennett
Senior Business Consultant
NetGain Technologies
2201 Brookwood, Ste. 117
Little Rock, AR 72202

Dear Chrystie,

I apologize for the lateness of this letter, but it has been a very busy fall. I just wanted to take a few moments to thank-you for taking the time to follow-up with us back in September. You did not have to come sit down with us and review the last 18 months, it could have been done by phone, mail, or some electronic means. But you personally called to follow-up and came by to see how things were going.

This type of service is very consistent with the quality of advice, equipment, service and relationship we have received from NetGain and their employees. From the time we sat down to plan our system upgrade, through the installation, modifications, right on through to the helpdesk assistance we have to call on from time to time, your people have been there. From checking on back-up tapes, to monthly performance reports, virus protection and security, and much more, Netgain has helped our council staff be more efficient and productive.

For fear of leaving someone out, I will not try to list the folks who have contributed to this effort. You helped get us started and are still servicing your customer. It was more than just a "sales call" and we appreciate the personal touch and excellent service you and your company have provided and continue to provide. Please share this with your fellow team members who have been involved.

I look forward to seeing you again and working with NetGain in the future.

Sincerely,

Bill Price
Program Director
Quapaw Area Council, BSA



A United Way Agency

Southern Region - Area III Council 18

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