



January 26, 2011

Mark Jacobson  
NetGain Technologies  
2031 Georgetown Road  
Lexington, KY 40511

Dear Mark,

Deming, Malone, Livesay & Ostroff is a Louisville based CPA firm specializing in tax, and audit for a wide variety of companies. We have been in business since 1975 and growing ever since.

For the past ten years, DMLO has been working with NetGain Technologies and have been very happy clients. Before NetGain, we were using another IT company and when they went out of business we knew we needed help. We met with NetGain and sat down with your sales team to talk about our concerns and needs. We quickly realized that NetGain was the best fit.

One of the biggest projects your company has worked with us on was implementing Virtualization. We decided to look into Virtualization because we were up to 12 servers and the cost was getting out of control. Between replacing servers every three years to the management of those 12 servers, it was getting too difficult to handle on our own. The other major problem was downtime. Our company works 24/7 and the amount of downtime we experienced was unacceptable.

There have been many advantages since implementing Virtualization. It has saved us money, time and we have zero downtime. Between servers needing to be rebooted and tax updates needing to be made, Virtualization has allowed all of this to be done during the day without any downtime! Plus, NetGain practically eliminated our IT department needing to work nights or weekends. Your team is always monitoring our infrastructure and if something goes wrong they are on it right away.

Working with NetGain Technologies has been a great experience. Your company really understands our needs and has taken the time to learn our infrastructure. We greatly appreciate everything you have done for DMLO.