



December 7, 2010

To Whom It May Concern:

A little over a year ago, I was tasked with looking at our current fleet of printers and copiers to determine if our current arrangement was the most feasible in terms of cost and configuration. That was the beginning of our working relationship with the team at Virginia Business System, and especially with Stephanie Smith.

From the outset, I was impressed with how Stephanie was more interested in what our needs were than what products she could sell us. She showed a great interest in who was using what machine, who needed scanning and faxing capabilities, who had capabilities they didn't need, what the print counts were for the particular machines—in short, she did a very in-depth analysis of our current document management needs.

When time came to show us solutions to our problems and challenges, she was knowledgeable about the products she had in her "bag of tricks". She had done so much prep work that knowing what machine needed to go where was second nature to her. When we saw the numbers, our CFO was very pleased. The cost of the machine leases AND the maintenance was significantly less expensive, and having one bill for both made the gals in accounting happy as well. The Print-Plus program has made getting toner easier and also less expensive.

When it came time to install the machines, Virginia Business Systems has a great team of IT/Network people who assist in anyway necessary to insure a smooth transition. Our associates all received top-notch training on how to use the new equipment as well, so the changeover was a pretty quiet event, except for the applause from the associates over getting faster, better machines.

High praise for Virginia Business Systems and Stephanie Smith. I'd recommend them to anybody looking to make some changes in their document management arena.

A handwritten signature in black ink that reads "Kendall Stock". The signature is written in a cursive, flowing style.

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