



O'SHEA'S CARPET CLEANING
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USED AND RECOMMENDED BY



18/9/07

To Whom it May Concern,

I am writing in relation to the service that I have received from SMTnet Computing, namely Giovanni Tirimacco.

After having numerous bad experiences with IT Service Providers in the past, SMTnet Computing was recommended to me. I have to say that I was hesitant to change to yet another provider who I expected would probably just frustrate me as much as the others had.

After a stern phone call with Giovanni during which he assured me he would do his best to meet all of my expectations, I allowed him to come on board the "O'Shea's Team" as our IT Service Provider.

Giovanni has been nothing but an absolute asset to our team and we wouldn't be without him. From the moment he came on board his service has been of the highest standard and I would not hesitate to refer him to others. In fact, I have referred him to others, who are also thoroughly impressed with his services. He is always on time, takes pride in his work, responds promptly to urgent requests and is generally a fabulous person to work with.

Giovanni has helped with a range of services, including installing and setting up a small business server, setting up PDA devices, trouble shooting technical difficulties, updating our website and more. Most recently he has joined us on our journey to upgrade from a manual booking system/ antiquated customer data base to set up a small business server and install a CRM. This is one of the biggest changes our business has ever been through, not to mention one of our largest expenses. His support throughout this process has been incredible and we could not have achieved our desired results without him.

Should you chose to use the services of SMTnet Computing and Giovanni Tirimacco you will undoubtedly be as happy with his service as I am.

Regards,

Kirsty O'Shea
Manager- O'Shea's Carpet Cleaning