

September 25, 2012

DigitalEdge Program
Educational Service District 112
2500 NE 65th Avenue
Vancouver, WA 98661
360.750.7505

RE: Reference letter for Advance Classroom Technologies

To Whom It May Concern:

Enumclaw School District has recently hired Advance Classroom Technologies to perform a complete, district-wide installation of Promethean boards, document cameras, projectors, and various other associate equipment including audio systems. I have found ACT to be responsive, professional, timely, and provides excellent customer service. They stand behind their service and installation and have frequently gone out of their way to assist any time during the day. One of their most important services they offer is a night installation option. This is just another indication of how ACT understands educational institutions operate and provides flexibility to meet our needs.

One recent example of their excellent customer service involves their classroom consultant, Jake Voss. We had a recent need to install a down-facing video camera in one of our classrooms. Mr. Voss made a special trip to personally visit the classroom, gather information from us, and then performed research to determine and recommend the correct solution. This is just one example of the countless times Mr. Voss has done similar work for us. Furthermore, their installers are top-notch. Every time I spoke with them regarding specific rooms and installations they have been absolutely professional and responsive. We've had several rooms that were installed and days later the boards needed to be moved. Every time I asked them to the move a board I received a smile and a "no problem!" This is world-class customer support in action!

Finally, in the year that we've been working together, they have developed, implemented, and supported a fully sustainable professional development program for all of our staff including teachers, administrators, technology staff, classified, and substitutes. I have been a part of the project from the beginning and involved in every detail and I can say without hesitation that ACT, and in particular Jake Voss, rank the highest in the service industry. I fully and highly recommend ACT to perform any and all classroom work and I look forward to continuing our partnership for years into the future. If you have any questions, please don't hesitate to contact me directly at my contact information below.

Sincerely,

Chad Marlow
Technology Director
Enumclaw School District
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