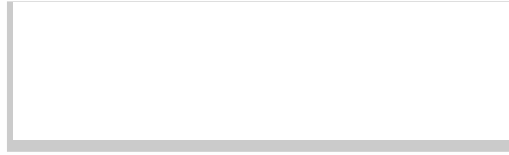




DANIELLE GARCIA
Chief Innovation Officer

City of
REDLANDS



SUBJECT: Letter of Recommendation for IntelesysOne, Inc.

To whom it may concern:

Please accept this letter as my professional recommendation for IntelesysOne. The City of Redlands recently replaced its phone system in December 2014 and IntelesysOne, Inc. was the firm selected to implement the project.

The City's previous phone system had been in place for 20+ years and there was much coordination and planning required to bring about such a significant change. The City sent out a Request for Proposals. A total of 8 proposals were received and the highest ranked were invited to attend the next round of demonstrations. IntelesysOne was among the 3 firms that proceeded to vendor demonstrations. During these demonstrations end users throughout every City department, including its customer service call center, consistently ranked IntelesysOne's ShoreTel solution as the easiest to use, best features offered, and best equipment quality and operation.

After entering into negotiations and reaching an agreement for the project costs, IntelesysOne lead the way with a great implementation team. Their team provided courteous and highly responsive service to the City, and this enthusiasm helped an extremely short-handed IT staff work through some of the major hurdles of the project (mainly due to aged infrastructure and an unresponsive carrier).

After the final push to finish, the project was completed and all project expenses were been paid, still the IntelesysOne team of engineers and problem solvers continue to be highly responsive and very customer service oriented. I can't say enough about the Grade-A customer experience we have had with IntelesysOne – save to say they made my job a lot easier.

Sincerely,

Danielle Garcia, City of Redlands
Chief Innovation Officer