



PUBLIC HIGHWAY AUTHORITY

Adams County, Arapahoe County, Douglas County, Cities of Aurora, Brighton, Commerce City, Thornton, and the Town of Parker, Colorado

March 21, 2007

To whom it may concern:

E-470 Highway Authority has worked with Carrie Olejnik at COMtuity for the past 3 years and most recently during our phone system project of July of 2005. Prior to this project Carrie assisted our organization with a successful network initiative which included deployment of an advanced HP ProCurve Switch infrastructure.

In July of 2005 E-470 Highway realized the need to implement a new IVR & ACD system to support the increasing needs of the organization's call center. The cost to upgrade our Nortel voice platform to support the new applications was going to be very high and would provide no new features forcing us to live with the limitations of a legacy system. Carrie contacted us to offer her advisory to review our options to replace the Nortel System. She championed our project working as an extended member of our IT Team, framing up our specific requirements, coordinating meetings & demos with vendors, assisting with bid review, facilitating vendor negotiation, then rolling into a project coordinator role once the new voice platform (Shoretel) was approved.

E-470 Highway Authority supports 7 sites and over 200 employees, 35 of which are in our call center. The deployment of the Shoretel System was far less disruptive than we expected - especially in our call center. We were up and running day one and the call center manager and agents were trained and using the new system without issue. Needless to say, we were ecstatic that the rollout went so smoothly and it was obvious to us that COMtuity's technical partner assigned to the project was the right choice - delivering the system exactly as promised. The project required minimal oversight from our staff and came in on-time and on-budget.

Since implementing the Shoretel System we have found that the needs of our most advanced to our most basic user have been satisfied. The system is exceptionally reliable because of the inherent diversity & redundancy the system offers. Additionally, Shoretel is far less complex (browser based) enabling us to be self sufficient which saves us time & money. Overall, we've recognized a lower cost of operation and gained efficiencies never previously available.

Given the success of our engagements with COMtuity I would recommend their services to others. Feel free to contact me if you have questions about our success.

Sincerely,

Mike Hart
Director of Information Technology
E-470 Highway Authority