



*Building a Future with Hope*

March 28, 2017

Amy Haines  
DOCEO Office Solutions  
1429 N. Third Street  
Harrisburg, PA 17102

Dear Amy,

I would like to start by expressing our appreciation for all that you and your team have done to make our transition to DOCEO Solutions and the new Toshiba e-Studio 6550c copier a great experience for our entire staff.

Your initial presentation of what DOCEO could offer our organization was well delivered and tailored to the needs of our organization. You made available to us a new copier with a significant increase in capability at a savings of hundreds of dollars a year! Additionally, your friendly and helpful communication throughout the set-up process was greatly appreciated.

We are grateful for the way you, Andrew, and the DOCEO staff made yourselves available to us during the installation of the copier and the training of our staff. For an organization without any IT personnel, we were impressed by – and appreciative of – how thorough you and Andrew were in making sure that the copier was working as expected and that it was properly integrated with the computers and other equipment in the office. After the installation, you stopped by on several occasions and made several phone calls to answer questions and to make sure the copier was meeting our needs and expectations. You went above and beyond typical customer service in your field.

We cannot be happier and any more confident with our decision to work with you and your DOCEO team. From the very beginning you were responsive, faithful in keeping time commitments, and you delivered on your promises, patiently and clearly answering any and all questions along the way. The copier is running great and its capabilities have saved our staff hours of time!

Thank you for being both friendly and professional.

Cordially,

  
Abbey King, Office Administrator

BRETHREN HOUSING ASSOCIATION