



October 29, 2018

To whom it may concern,

The purpose of this letter is to provide information to you about ICSI's IT capabilities and the exceptional customer service they continue to furnish.

We have partnered with ICSI for over 4 years and our relationship builds each subsequent year.

Qualities that set them apart from other IT service providers are as follows:

1. Industry knowledge – ICSI employs a wide range of qualified technical personnel which allows them to complete any size project or scope of services.
2. Management Team – ICSI's business model has always mirrored JCM's...complete customer satisfaction and proactive approach to problem solving. Upper management is always hands-on with IT Service and project implementation.
3. Collaboration – Since JCM self performs some IT duties in-house, ICSI works with us to augment our own capabilities rather than leave gaps in service scope then point fingers when issues arise.

These are a few of the reasons that I highly recommend ICSI for anyone considering them as their IT Service Consultant.

Feel free to contact me with any questions.

Sincerely,

*Robert L. Bryant*

Robert L. Bryant  
Vice President