



Architecture
Interior Design
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Engineering

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Evan Torkelson
CADD/Engineering Supply
6901 East Fish Lake Road Suite 150
Maple Grove, MN 55369
April 23, 2010

Evan,

As you know, we had a previous relationship with another local reprographer that had been in place for over two decades. While we were becoming dissatisfied with the level of service we were receiving, we were hesitant to make a change in a vendor so integral with our services and day-to-day operations. Over the past 18 months we have been very pleased with the services CES provides us and extremely impressed with the performance of our representative, Jean Olson. From the beginning Jean worked with your whole field support team to ensure our exacting technical specifications were reached and we were completely satisfied. As a design firm, the quality and legibility of our finished documents are very important to us.

While the technical support and service has been phenomenal, I also appreciate her work and Don Wold's efforts in maintaining a high level of quality control on the reprographic side. The CES team has always been willing to help deliver a great finished product and get us out of schedule crunches with tight turnarounds when we need them.

While I'm always looking for different ways to utilize CES's, I'm grateful that Jean is never trying to 'sell' me anything. Her personal support has gone beyond my expectations in many ways. From ensuring that our on-site CES placed equipment is fully meeting our needs to the quality of hard copy reproductions coming from your repro shop, Jean routinely puts in extra effort to make sure we are completely satisfied. If for any reason we are not, Jean has doubled her efforts to quickly remedy any issue and support us in any way she can. That level of support has been greatly appreciated.

Sincerely,

A handwritten signature in black ink that reads "Jeremiah K. Smith".

Jeremiah K. Smith, AIA, LEED AP
Technology Manager/Associate