

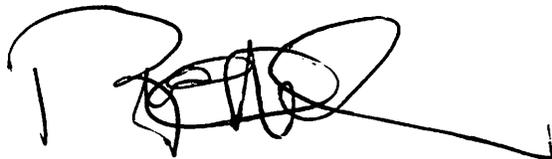
February 26, 2013

I have been a client of StarTech for over 6 years. Having originally been transferred to Jim and his team by default from another vendor that closed, from the standpoint of the stability and security of my office network, it was the best thing that has ever happened to our office from an IT standpoint.

With the amount of technology present in my practice, gaps in performance are a fact of life. However, they are absolutely minimal, and when an issue occurs, Dental Tech is there to correct the problem. We have worked with other vendors when service was performed, another problem developed in the wake of the repair work just completed. StarTech fixes the problem the first time. Further, we really have few problems and almost never experience "slowdowns" and certainly not "crashes" that seem so common in small office networks. This has not been the case with other vendors.

Approximately one year ago, we finally experienced a major hardware failure in our server. StarTech worked diligently to solve the problem, even having the manufacturer honor their warranty and practically rebuild our server without little to no cost to us. During this time, we were able to continue to fully function over the course of the repair, and lost no productivity and had no gaps in patient service. It was also necessary to prove the validity of our backups during this process, and it was a great comfort to know we could rely on our backups and feel secure that our data was safe.

Truthfully, because of how smoothly our system usually runs, I take the security and stability of my office network for granted. Thank you, StarTech, for allowing me to practice dentistry and not have to manage my office network.



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