

## Neil Forey

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**From:** David Westbrook  
**Sent:** 26 February 2014 16:58  
**To:** Neil Forey  
**Subject:** Support

Hi Neil,

As mentioned earlier, we have been very impressed with your support team since we started working with you.

Chris and Mark on tech support are always very helpful and willing to give up time to look into resolving issues; however it is your field engineers that we have been impressed with the most. Not only do they always do a good job with the original queries, their pro-active attitude is so refreshing.

For years we have had to deal with engineers that would only do what was written on their job sheet, and any other issues that may have arisen have had to go on separate support requests. With Chaz and all the other guys, they always look to help so that they are stopping issues before they occur. They have excellent working knowledge, and they take the time to talk to you and explain why certain problems are occurring and suggest steps to help prevent them happening again. Chaz has even ordered replacement parts for us because he saw that they were starting to "fray" and wanted to make sure the machine didn't break down due to it. That level of support is very hard to find these days.

We are very grateful for the effort they have all put in over the last year or so for us. They have made our job so much easier.

All the best

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