

Mr Murray Gordon
Thoughtful Systems
P.O. Box 297151
Brooklyn, New York 11229

October 29, 2008

Dear Murray,

I have been using the Scheduling Manager for over 8 years now for my carpet cleaning business. I have found that it has helped me schedule my work week more efficiently, which in turn does not keep our customers waiting.

We are completely reliant on the software for all our customer management, and billing and I am always excited to hear about the new features you are adding to the software. Some of those have helped tremendously - one feature, the credit card processing feature, has saved me and my staff so much time, that it alone has been worth the cost of the software.

We have been very happy with the software as is and I really like that if I need something to be added to the software I can always just call and you are willing to work with me.

I have also been very impressed with the care and attention you provide to us such as a few weeks ago when Alison spent time with us and logged into our computer to help fix a problem with our network. It is this kind of dedication and the willingness to go above and beyond the normal things required of software support that makes your company stand out for its special attention to its clients.

It is very important to me to be able to get help and assistance with the software when I need it or when my office assistant needs it and I am happy that the response from Thoughtful is always fast and efficient.

We specialize in giving our clients the best service possible. That's how we retain our clients and have them refer us to new people. It's a pleasure to work with a software company that is similarly dedicated to providing high-quality, dedicated service.

Thanks again. Keep up the good work!

Sincerely,

Oren Ami
Owner
York Carpet Care