

# David L. Sackett OC, MD, FRSC, FRCP

To whom it may concern,

Re: Taylor Electronic Services Incorporated

I have been dealing with Taylor Electronic Services Incorporated since late 2001, at which time I was arranging a 2-way satellite hook-up for my research, education, and publication centre.

(By way of introduction, I was the founding Chair of Clinical Epidemiology & Biostatistics at McMaster Medical School and the founding Director of the Centre for Evidence-Based Medicine at Oxford University in England.)

In my 40 years of medical research and education, I have dealt with at least 20 different firms and university groups that provide advice, installation, and service for computer and communication networks and services. Taylor Electronics stands head and shoulders above all the rest.

They were very quick to recognize what I needed and, equally important, what I was capable of operating.

They rapidly provided me with the required software and hardware (satellite hard and software, plus a Local Area Network for my centre).

They showed up promptly as promised, and stayed until they were confident that everything was up and running and that I was trained in its operation.

Their hardware and hook-up have preformed flawlessly since their installation (over a year for my satellite link, and 4 months for my LAN).

On two occasions when software updates to other services caused problems I couldn't fix, they responded to my calls for help within 2 hours. On both occasions they stayed on the line and "talked me through" corrections. They didn't hang up until I was fully satisfied.

Moreover, they have consistently sent me follow-up messages, asking how my system is operating and whether I need their help.

Finally, they are an extraordinarily good natured and friendly group of individuals. It has quite simply been fun to work with them.

In summary, Taylor Electronic Services Incorporated is everything I could wish for in a firm that combines:

1. Knowledge of, and ability to supply and install, useful and flexible software/hardware for my projects;
2. High quality installation;
3. Prompt response to my questions & problems;
4. and a real commitment to customer satisfaction.

Anyone with needs such as mine would be fortunate, indeed, to work with Taylor Electronic Services Incorporated.

I would be happy to answer any questions about their service and personnel.

Sincerely yours,



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