



July 20, 2004

Greg Martin
Executive Vice President
The Ray Morgan Company
655 Menlo Drive, Suite C
Rocklin, CA 95765

Dear Mr. Martin,

May we take a moment of your time so share information with you about the experiences we have had with your firm—The Ray Morgan Company? Almost two years ago, we were stuck in a contract with a “big” company that could never get its billing straight. The mistakes accumulated until they totaled more than an hundred thousand dollars in over billing, and our frustration mounted as representative of that company explained that it would take time to straighten things out because it was such a “big” company.

Since that “big” company was able to provide anything but “big” service, we began to wonder if we could obtain better results from a smaller firm and began to look. A company in the area that was pleased with the services they were receiving from the Ray Morgan Company referred your firm to us. To make the long story short, we ended up switching to the Ray Morgan Company and feel that the decision has worked out well. The Ray Morgan Company now provides all of our copier, printing, fax, and ecopy capabilities in our NorCal region, which includes offices in Sacramento, San Francisco, San Jose, and Oakland.

Our first contact with the Ray Morgan Company gave us an idea of what was to come: Ray Morgan representative[s] conducted a thorough audit of all of the paper usage in our buildings before making any recommendation. [They] identified printer and fax usage as well as usage at our standalone copiers and showed us right down to the fraction of a cent what we were spending. By the time we signed the contract, we had a strategic plan that matched the hardware to the type and volume of usage they would experience. This included networking most of our machines and putting ecopy on six of them. Ecopy is so powerful and so simple to use, and our IT team loves how easy it is to administer.

We appreciate having correct invoices and the way that any issues that come up get immediate attention and action. Any equipment issues that have come up have been taken care of quickly, as well. I have yet to address any equipment performance issues across my desk—what a relief!





Jones & Stokes

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When a quality issue comes up on the color machines, our [RMC representative] comes in to observe the situation personally and then calls in the right resources to ensure the right solution. Our staff has been very pleased with the performance of both of these machines.

The Ray Morgan Company has proven to be just the right fit these past two years. Everybody who has contacted us from the Ray Morgan Company has been very courteous and professional. They all seem to be genuinely enthusiastic about working for your firm. In every respect, it has been a real pleasure dealing with a company that takes as much pride in serving its clients as we do ours.

Sincerely,

Celeste M. Cooper
Regional Analyst
Business Services Team Leader

