



MANUEL FONSECA
ADVANCED DATA SOLUTIONS
2605 HOOVER AVE. SUITE F
NATIONAL CITY, CA 91950

DEAR MANUEL & ADS STAFF,

I CAN NOT THANK YOU ENOUGH FOR SAVING MY COMPANY. WHEN AGRISOFT'S HARD DRIVE CONTAINING ALL THE SOURCE CODE FOR PROGRAMS THAT WE DISTRIBUTE IN THE AGRICULTURAL MARKET CRASHED I WAS IN A PANIC. I SENT MY HARD DRIVE TO A COMPANY IN FLORIDA DATA RECOVERY LABS INC.

COMMUNICATION WITH THE COMPANY WAS VERY FRUSTRATING. AFTER FOUR WEEKS I WAS TOLD THEY COULD NOT RETRIEVE ANY OF MY DATA. MY COMPANY WOULD FAIL WITH OUT MY SOURCE CODE. UNFORTUNATELY MY PROGRAMMER HAD NOT BEEN MAKING BACKUPS OF THE SOURCE CODE AND THERE WAS NO WAY TO REPROGRAM ALL THE CHANGES THAT HAD BEEN MADE ON NINE DIFFERENT PROGRAMS AND IMPLEMENT THE NEW CHANGES NEEDED IN THREE MONTHS. TESTING IS CRUCIAL AND TIME WAS SHORT.

I WAS REFERRED TO YOUR COMPANY BY BORLAND INC. THE FIRST TIME I TALKED WITH YOU I ONCE AGAIN HAD HOPE. THE HARD DRIVE WAS SHIPPED TO YOUR COMPANY AND WITHIN ONE HOUR OF ITS ARRIVAL YOU CALLED ME WITH GOOD NEWS. YOU CALLED BACK A FEW HOURS LATER WITH ALL MY DATA RECOVERED.

I HAVE RECEIVED MY DATA AND EVERYTHING WAS RESTORED. I CAN NOT BELIEVE YOUR TURN AROUND TIME. ALTHOUGH I OFFERED TO PAY YOU ANYTHING YOU STAYED WITH YOUR ORIGINAL PRICE QUOTE.

ONCE AGAIN I CAN NOT THANK YOU ENOUGH FOR SAVING MY COMPANY AND ATTEMPTING TO KEEP ME CALM.

SINCERELY,

SHARONE MCKAY
OWNER
AGRISOFT CONSULTANT