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Mr. Brad Drake
Complete Business Systems
4385 Wadsworth Boulevard
Wheat Ridge, Colorado 80033

Dear Mr. Drake,

We recently leased a Savin copier and purchased three new computer work stations from your company. I wanted to let you know how happy we are with those transactions.

Bryan Cudmore, of your sales department, is very knowledgeable about Gestetner/Savin copier machines. I relied on his expertise to help me choose the right machine with the right features for our needs. I was also very impressed with his hands on attitude in helping to make sure that the copier was installed and working for us.

Because I was so impressed with Bryan's customer service, I asked him if CBS sold computers. Bryan told me that your company sells and supports computers and that he would have Ray Tannenbaum of your IT department call to give us a quote. Ray's technical knowledge was invaluable in helping to design a computer that met our needs while taking cost into account. He really made me feel like he had our best interests in mind when he was creating a computer work station for us.

On the day of the installation of the computer work stations, I was apprehensive about replacing all three computers, but Ray and Rob Berg handled the transition with absolute seamlessness. There was no down time and now we are one week into using the new machines and we have had no major problems. Any questions we have had were promptly answered by phone or a personal visit.

Each of your representatives have offered the best customer service of any company that I have dealt with. They are all knowledgeable about your products, responsive to questions, always courteous and anxious to help. It is also refreshing to be able to call CBS, speak to a live operator and be able to either speak with or leave a message for the sales people or technicians. In every instance, there has been a quick response to any concern, large or small, without being made to feel like it was an imposition to have asked.