



NEWTON-WELLESLEY  
HOSPITAL

January 7, 2003

Dear Arthur:

I would like to convey what a tremendous job Surveillance Specialties has done in the installation of card access and CCTV at Newton Wellesley Hospital.

Dealing with vendors is often not an easy task but working with Surveillance Specialties is a pleasure. Your entire staff continuously demonstrates professionalism, a willingness to meet timelines, and provides expert trouble shooting and technical knowledge. The staff displays the understanding of our needs and works within the necessary guidelines set to achieve the final goal.

We have encountered several obstacles during the installation and your staff has been instrumental in resolving the issue and moving forward. I appreciate the expert knowledge they have regarding codes and standards. I also appreciate their willingness to suggest an alternative if they see a more suitable method of achieving our overall goal.

Many staff members have commented on the professionalism and friendly manner that is displayed daily. Every person I have contacted at your company displays the commendable level of commitment and professionalism I have come to recognize as part of Surveillance Specialties. I look forward to a continued relationship with you.