



PresGar Companies

Mr. Kenneth Trotman
President, Comfort Enterprises, LLC
524 Huffman Road
Birmingham, AL 35215

Dear Ken,

We have completed the Phase-One rollout of RamSoft PowerReader throughout PresGar and I wanted to take the opportunity to thank you for all that you have done in helping to make it possible.

I am sure you have lost track, but you have installed 10 separate systems affecting 28 individual facilities. The impressive feat, in my opinion, was being able to interface hundreds of different modalities, of varying platforms and vintages, so that they could communicate with our PACS servers.

More importantly, I wanted to thank you for the excellent service you continue to provide. You and Bill are never more than a phone call away and you have always been able to solve our problems, even the ones that are more modality than PACS related. No problem seems to be too big or too small where you are concerned and you have never made me feel like a “dummy” when I have overlooked something obvious. You are highly regarded and liked by our entire IT department; even the engineers who are hard to impress.

I believe it is important to let someone know when they have done a great job, and you have. It has been a pleasure working with you and I look forward to a long and successful relationship in the future.

Thanks for being there!

Sincerely,

David E. Kost, BART (R) (CT) (MR)
IT Applications Manager
PresGar Companies