



To Whom It May Concern:

I have been working with Matrix for over five years now and I have been very happy with there service.

EPIC is a medical facility and the technicians at Matrix have done a great job of adapting to our specific needs. Having our systems up and running can be critical to patient care and Matrix always does whatever it takes to keep things going whether it is working all night or over the weekends.

Technician Jeff Marble does most of our installs and maintenance and I have come to know him personally. This aspect of Matrix's service is the most valuable to me. Many of our other vendors are so large that we become "a number", and our problems become a service order. In the medical field when we have an issue, it needs immediate resolution, and we do not have time to wait on hold with a call center rep who has never heard of our company. At Matrix I talk to people I recognize and they know me and my company.

At EPIC we often talk about the time Matrix's owner Dave Ness met me at their location on a Saturday night at around midnight because we needed a fiber optic cable and no one else was open. I called the after hours service line and got connected to him and he drover, from home, down to the shop and gave me a box of assorted cables and told me to "use what I needed and bring the rest back." That to me is the definition of customer service.

Thank you,

A handwritten signature in blue ink, appearing to read "Tim Lang", with a stylized flourish extending to the right.

Tim Lang  
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