



CITY OF HITCHCOCK

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To Whom it May Concern,

The City of Hitchcock and The Hitchcock Police Station are excited to be working with Smart Office Automation. During the exploration and bidding process, Smart Office Automation went above and beyond the call of duty and ultimately the reason we chose Smart Office Automation as our copier vendor. No other person or company took the time to do such a thorough review. Smart Office Automation was able to provide a detailed yet easy to understand agreement for the City.

In our recent experience we had a former account executive who did not maintain our account properly due to the insufficient communication. We were never able upgrade our equipment properly which also caused us to overpay for our monthly volume.

The copiers were too slow and inefficient for our needs, which caused us a delay on our work projects. There was nothing in our contact with our former account that allotted for any upgrades or replacements to the equipment.

We are so much happier with Smart Office Automation; they have completely right sized our account from the speed of the copier, to our cost per copy, and even created an easy one invoice for everything.

Sincerely,

A handwritten signature in blue ink that reads "Ruth Ann Sorrell". The signature is written in a cursive style.

Ruth Ann Sorrell
Assistant City Secretary
City of Hitchcock