



CONTACT**POINTE** Client Testimonials

Last week, I attended a Cisco ASA security course provided at Contact Pointe. The course far exceeded my expectations and really gave me an in-depth look at the Cisco ASA 5505 and 5510 security appliances. We currently utilize two Cisco ASA 5510 devices in an active/standby configuration here at JK. After taking this course I am extremely comfortable supporting and maintaining these devices. In the course we learned how to install and configure these devices and set up numerous configurations in scenarios similar to what we use here at the firm. During the week, we set up and configured site to site VPN tunnels similar to what we use as our back up links from the remote offices to Charleston, client based VPN connections like we have for users to connect via Laptops and device failover using 2 Cisco 5510s as we have our units configured now. We also took an in depth look at how to configure security policy and connections as well as upgrading and troubleshooting the devices. In all, I was very happy with the course and would recommend it to other member of the IT network services group.

Sincerely,

Steve Kay

I wanted to let you know that I as well as the other attendees appreciate ContactPointe and the great training that we received. This was my first meeting with ContactPointe and I was pleased with the professionalism and knowledge that was available to us, but more importantly, the ability to make it fun and interesting. Our instructor, Allen was upbeat, fun and thorough with the training. He was able to make the lessons being learned reference something that the students could relate to with their work environment and we all know that this method makes any lesson learned “stick” a little better. As always there are different levels of knowledge coming in to a training session like this, but everyone was able to pick up something new and Allen was professional in the manner in which he taught, never making anyone feel awkward. Great job ContactPointe. Looking forward to seeing you again in a few weeks!!

Thanks again,

Shelia Murray
HR Assistant

Susan Jenkins was great! She is so very knowledgeable of the material, addressed all of our questions to our utmost satisfaction, and used our live Land website as real life tools to ensure we knew what we were doing once she left us. The information is so valuable to us, and we appreciate your company accommodating our needs at our facility.

Debi Waugh
Asset Management



CONTACTPOINTE Client Testimonials

I just want to personally thank each of you for everything you do for our agency. I remember a time when I did not want to give up Ed to transition to Shawn, and then the same when Shawn passed me to Jeremy from time to time. I have to say that whoever it is we have worked with over the years has been top-notch and we appreciate your immediate response to our needs. I also appreciate Shawn's proactive efforts to monitor our system and informing me of problems before I know of them myself! In addition, I know the amount of time that Shawn (and sometimes Jeremy) spends after hours, nights and weekends to try to minimize our down time and I want to make sure he is (they are) recognized for that effort of going above and beyond. Last but not least, I always appreciate your willingness to work with representatives from HP, Aarons Products with our copy machine stuff, Verizon, the WV Treasurer's Office, WV Office of Technology, the WV Help Desk, etc. in order to keep us up and running since I cannot talk their language.

As I have told Nina before, please feel free to use me as a reference for any potential clients. I would be happy to report to them what I have noted above. Keep up the good work....please!

Lesley L. Rosier-Tabor
Executive Director

I wanted to take a minute to commend you for the outstanding support and service you have provided to Jackson Kelly PLLC. In times of crisis as well as with our planned implementations, you consistently show professionalism and you possess an unparalleled skill set across the Microsoft platform when aiding us with our technical needs. One particular example: my colleagues were upgrading our AD domain controllers from 2003 to 2008 and being impatient, they hosed up the installs. We called upon you for assistance and you were quickly there to aid us in getting our mission critical systems operational again. You always know exactly what is causing our issues and are quick to bring resolution. As a national organization, we cannot afford to have even the shortest downtimes. You have become a great asset as you give us an added sense of security and expertise. Please feel free to provide me as contact to any organizations that may request a professional reference for you or your organization.

Thanks,
Steve



CONTACT**POINTE** Client Testimonials

ContactPointe has provided tireless support during a challenging implementation of our unified communications environment. Throughout the installation of Office Communication Server and integration with our existing Cisco telephony, Steve was available and attentive to the issues as they arose and was instrumental in the resolution of those issues. Without the level of commitment that ContactPointe provided, as a dedicated partner, we could not have completed the project in a timely manner and with the level of success that we experienced. Thank you and your company, for all that you have done for the State of WV Office of Technology.

Jeremy G. Nicholson

I wanted to let you know that a few weeks ago I accepted a creative design position with McJunkin Red Man and will be leaving CTC - last day is tomorrow! It has been so nice working with you, and I appreciate all the help you have given me over the few years I have known you. You're awesome and I wish you all the best - especially with the new arrival coming soon! Wishing you and your growing family all the happiness in the world.

Thanks again for everything
Kate

I just wanted to take a minute and say thank you for your help with our MS Exchange Server. I understand being in the IT field that usually someone says something only when something doesn't work. So, I wanted to say thank you and everything is working great. I appreciate you taking the time to not only help me with my problem but also taking the time to explain why things needed to be a certain way in order for them to work. I also feel like you went above and beyond what was requested of you and I appreciate that as well. I would never hesitate to both call on you again for help and recommend you to others.

Take Care,
Mark

“The ContactPointe team always stands ready to assist with even the most challenging technical issues. Steve has gone the extra mile over the years to assist our company from startup to established business. I have had dealings with much of the staff of ContactPointe in all of their locations and have always had outstanding experiences.”

Brian Canterbury



CONTACTPOINTE Client Testimonials

This was a great training for my staff and I. The instructor was very knowledgeable, and was able to relate the material to us based on our own environment. Because of his in depth knowledge and willingness to help us meet our goals within our county, we feel that this training was worth its weight in gold. We paid \$7,500 in January for an installation of our virtual environment, and it was sadly a waste. Had we had this training before, we would only have spent our money on the class. The silver lining in all of this for us is that we be able to re-engineer our system ourselves, and eliminate the costly third party support. We will definitely be using ContactPointe in the future!

Jeff K. Webb M.S.
Network Administrator

ContactPointe has a great team of technology and training professionals. They have helped me to move my data to the Microsoft Cloud and resolved the technical issues that resulted from that move. I highly recommend ContactPointe for IT support.

Lucy Grosz 06/20/2011

I enjoy working for ContactPointe because they always put the customer first. I particularly enjoy working with the account executives to tailor a class to the right specifications for our customers.

The staff at ContactPointe always has our classes set up just right and we are thoroughly prepared to give our customers the training they expect.

Stephanie Meyer

This was the 3rd Active Directory migration I'd had done and this was the 3rd company I'd used. This was the only one that I didn't have to go back and clean up afterward. Also I appreciated the accommodation that I needed for my tight schedule due to the ending of school and the small window of time that I gave for optimal results. The results were excellent. I'm VERY happy with this and unlike the Exchange upgrade I haven't broken anything.

Norma



CONTACT**POINTE** Client Testimonials

All I can say is WOW!

Jeremy was here and we didn't even know it. He did his thing, we never had any down time, he didn't bug us with a million questions...again WOW!

Thanks for all you've done so far and thanks to Jeremy too.

What value can be placed on "Peace" of mind?

Thanks again!

Lord Bless,

Don

ContactPointe has provided me with an excellent training environment. You in particular provided me with an exceptional Pre-Sales and Post Sales experience. You made sure that I received the training I requested and post sales, you provided me with follow-up on other related courses. ContactPointe did a great job of providing one of the best trainers I have ever used and I have and will continue recommend your company to anyone looking for qualified training. Thank you and your company, for all that you have done for the State of WV Office of Technology.

Jeremy Nicholson

With our former IT company, we were suffering from a lack of response, poor network configuration & standardization, and a general break-fix nightmare. ContactPointe has been managing our network for years; they keep a proactive eye on things (reducing downtime) and respond immediately to network issues and user questions. They advise us and assist with planning, just as an in-house IT person would do, at a small fraction of the cost.

Jeff Hutchinson - Parks & Recreation Director

“Nina and her co-workers at ContactPointe are highly responsive and knowledgeable. I've had multiple IT companies work at my office with mixed results. There are no mixed results with Nina and ContactPointe - they have always come through. I would recommend them to anyone.”

JB Akers



CONTACT**POINTE** Client Testimonials

“Nina is a pleasure to work with on our computer training needs. We plan to continue with her and ContactPointe during calendar year 2010 and hopefully in the years that follow. She is very pleasant, professional and provided us with great customer care. I highly recommend her and ContactPointe.”

Dale Harper

I was assigned a global project working in Excel using charts and data filtering and felt my knowledge base of the subject matter was not keen enough for me to deliver quality reports to my colleagues. Having an instructor from ContactPointe sit down with me and my data so that I could understand and implement Excel's tools to produce quality information was vital to my success. Having used ContactPointe for other training needs since, I've become much more comfortable with Microsoft Office products, and my job performance and productivity have unquestionably improved.

Steve Prout
Marketing Manager

I have been working with ContactPointe for five years now, to provide the hospital employees/managers the computer applications training that such an advanced healthcare system requires. They have responded to the schedule demands of the industry and the required changes in training format. One particular instructor has become so engrained in our culture that she is viewed by staff and students as a member of the CAMC University family. In fact, our recent surveys show that 98.7% of our students would recommend the ContactPointe class they attended to a co-worker.

Pam Brown

Contact Pointe, on several occasions, has provided instructors with in-depth knowledge from the trenches rather than just textbooks. This experience, and knowledge transfer add a tremendous amount of validity to the subject matter being presented. The skills and ideology gained from my experiences with Contact Pointe have greatly helped me in my career progression.

Larry
PS, and they usually have good coffee ;-)

I've personally taken several classes at ContactPointe and worked with representatives on several major projects for our Library over the past 6 years.



CONTACT**POINTE** Client Testimonials

Specifically, I've worked with Steve Smith on two Exchange projects; 1 guiding us through migration from Unix Send Mail to Exchange 2003 and most recently, migration to Exchange 2010. In addition, Steve was instrumental in guiding the Library through its recent change in Internet service providers.

Regardless of the task, ContactPointe has answered the call with unmatched professionalism and courtesy. I personally would recommend their services for whatever your technology needs are.

Best Regards,
Mike Burgess
Computer Technician

“The team at Contact Pointe turned a large and complicated windows domain and Exchange upgrade into a easy project for our firm. From planning to completion the entire project was managed and performed by the Contact Pointe staff without a lot of hassle or cost over-runs. We would not hesitate to use Steve Smith and his staff for future projects. We have been very happy with Contact Pointe and look forward to working with them again..”

Bill Gardner

“I've had the opportunity to work with ContactPointe staff on a few projects over the past 3+ years working with the WV Office of Technology and have always found their staff to be professional, knowledgeable and committed to providing their customers with the best service possible.”

Brian Hively
Storage and Virtualization Team Member

“The Office of Technology, State of WV has worked with Contact Pointe on various projects over the past years at different IT levels. We have been very pleased with the staff and level of experience they have to offer. They are committed to exceptional customer service and exceed our expectations. We highly recommend Contact Pointe for IT support.”

Patricia Ebert, Information System Specialist



CONTACT**POINTE** Client Testimonials

“WVOT has engaged with Contact Pointe over the past several years on a major migration and consolidation project that involved a wide range of skill sets. The staff/consultants that were provided have been professional, knowledgeable, committed and possess superior customer service skills.”

Rob West, Health, Director of Client Services Delivery

“The Kanawha County Commission has worked with ContactPointe through the planning, implementation, and completion phases of an e-mail migration from a crippled system to the Microsoft BPOS cloud. Professionalism, knowledge, and their client-oriented service places ContactPointe as an industry leader. Even when brought into a crisis situation, their ability to adapt and remain flexible allowed them to find and take the necessary steps for rapid recovery. Their support and sales staff keeps up with what is happening in our organization and follows-up appropriately with opportunities for training and other ways to further optimize our system. I’ve been very impressed with the quality of service and recommend them as an excellent resource.”

Michael Campbell, Director of Information Technology

“FOX Engineering has worked with several IT Services companies in the past; however, none of them have compared to the service we have received from Contact Pointe. Contact Pointe is a top notch company. You will be hard pressed to find another firm that is more responsive to your IT needs. Highly recommended.”

Daniel Metheny, Engineering Division Manager

“As a ContactPointe Complete Care client, I feel their solution is exceptionally economical when compared to having a dedicated IT staff member. The diversity of ContactPointe staff experience affords our firm a higher sophistication level than even the best single employee can provide. Their reaction speed, combined with proactive management allows our firm to operate at optimum efficiency.”

David K. Schwirian

“Having worked with ContactPointe on multiple projects, I would gladly recommend their services. Steve Smith and his team are a pleasure to work with!”

David e., Application Support Specialist
