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TO WHOM IT MAY CONCERN

**RE: ROD CAIRNS & DWM - IT SERVICES**

DWM has provided IT support services to our practice for approximately 7 years.

During this time, the growth of our practice has necessitated server and PC upgrades, software upgrades, particularly the recent installation of Leap documents to compliment our existing Leap accounting package, as well as the physical relocation of our office a few years ago.

DWM and in particular Rod Cairns, were involved in both the planning and implementation phases of all the above and their assistance and attention have always resulted in relatively seamless transisions with the minimum of teething problems. In particular, the recent installation of Leap documents necessitated replacement of our current server and other hardware and the solution proposed and implemented by Rod allowed our office to continue to function uninterrupted during this process, utilizing both old and new systems as required.

While we are only a very small practice, Rod and DWM always provide priority service to ensure the minimum of downtime in the event of a crisis or in dealing with occasional issues that arise. We find Rod to be extremely knowledgeable about our various software packages. Rod is always extremely patient in the face of what we sometimes find to be very frustrating circumstances when things just do not work. He is attentive to detail and works with us to ensure the solution provided is perfectly tailored to meet our particular circumstances and office environment.

We have no hesitation in recommending the professional IT services of Rod Cairns and DWM to any other business and would be only too happy to discuss our association if required.

Yours faithfully

DIANNE WILLIAMS PTY