

## **United Health Inc:**

I have had a working relationship with Peg Ott, owner, for more than 10 years. Our relationship started while Peg was working for another cabling company. She was the project manager who handled all logistics, parts and planning for a major network installation we were installing at Hamilton Industries. This project consisted of installation of 400 network drops, fiber optic cabling between two location, placement of wiring closets, communications equipment and connection to (2) AS400 systems. This project was completed six months ahead of schedule and under budgeted costs.

When I moved to United Health Inc., Milwaukee, I took charge of a project to cable 160 nursing facilities across 14 states. Peg had just started Network Solutions, so I contacted her to discuss this project, design a cabling scheme, and plan an implementation. This project was very hard to plan because UHI would not pay for us to visit sites prior to estimating cost or planning of cable routes. Both Network Solutions and I received floor plans of each facility, asked questions, and planned the installation. We were placing one server in each facility and several terminals and printers. The operating system was SCO Unix on the servers. We had a very short time frame to plan because UHI was already behind schedule. Peg and the personnel of Network Solutions did an excellent job responding to UHI's needs. They are very dedicated to customer service and holding costs to a minimum. We set a schedule to complete the project in 18 months. Again, as with Hamilton, Peg was able to meet the deadlines imposed and the cost of the project was under budget. UHI delayed the project, due to software problems, for eleven months. Peg was willing and able to re-schedule her time and people. As her people went from site to site we were surveying the sites to make sure the quality of service supplied by Network Solutions remained high. We consistently received reports from all sites that the work was completed quickly and accurately, with little disruption to the normal environment within the nursing facility.

The dedication and customer service that Peg and her staff demonstrate is always outstanding. I will continue to use Network Solutions for future projects. I strongly recommend their services to others and am willing to discuss my recommendations at any time with perspective customers.