



Your kind of place.

February 25, 2019

John Ortynsky
Senior Account Executive
Noratek Solutions, Inc.
Suite 200-1840 3rd Avenue
Prince George, B.C. V2M 1G4

Dear Mr. Ortynsky,

It is with much enthusiasm that I am writing to personally recommend the services of Noratek Solutions, and more specifically, CityReporter inspection management solution.

The Town of Parker Parks Division has been licensed to use the CityReporter Parks & Playground inspection module for conducting playground safety inspections since July of 2016. I have been very pleased with the performance of the system, and have had no major issues with it in the two-and-a-half years we have been using it.

From my perspective, Noratek has been great to work with from the beginning, offering all of the following services along the way:

- Pre-purchase online demonstration and question/answer session;
- Extensive assistance with set-up, both for our field users and our I.T. support staff;
- Strong support for our Administrator (me) as well as field staff during "ramp up";
- A few accommodations made in the system to better match our internal processes and preferences;
- Regular push-outs of both desktop and mobile softwares to keep us up-to-date; and,
- Fairly regular "check-ins" by Support and Sales staff to see how we are doing.

I am happy to personally recommend the CityReporter system and services of Noratek Solutions. If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Ben".



Ben Shipley, Parks Supervisor - Administration

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