



To whom it may concern,

Bearskin Airlines entered into a business relationship with Xerox (Thunder Bay Xerographix Inc.) in August, 2011 whereas we acquired 2 ColorQube 9201 Multifunction devices.

The entire process including our initial meetings, reviews, proposal, acquisition, implementation and ongoing support has been a positive experience.

Initially when we submitted for tender, Karyn Spacek and her entire crew were instrumental in bringing to our attention the different options available along with the advantages of each. Also, they tailored the choices to fit with all of our custom requirements. This was extremely helpful as we have some pretty specific needs. We had asked numerous questions throughout the process and once again, Karyn and her team answered all questions very timely and tailored their proposal to suit any changes we requested.

After acquisition, any bugs or issues that were found have been resolved once again in a timely manner. Also, a brief but informational training session was provided and proved helpful to users as they have been able to use the device(s) without too much intervention from the IT department.

Direct and level two support has been superior to a lot of other service and tech support teams I have to deal with. When I contact Karyn for support, she is able to get the right people involved and gets our issues resolved rather quickly. When I contact Level 2 support they are very timely in helping me resolve the issues or send a technician out quickly in the case we cannot resolve per our phone conversation and troubleshooting. Along with this, the UI for programming and configuring the devices is very easy to use. With minimal help from Karyn or Level 2 support I am able to easily configure and make any necessary changes along with creating all the necessary reports and keep close watch on the counters that are sent in for billing.

As a whole, the entire experience with the Xerox Thunder Bay including the acquisition process and remote support including remote support (as far as the IT group is involved) has been superior to most that I have worked with.

Sincerely,

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