



**DIGITAL REALTY**

Digital Realty Trust  
2323 Bryan Street, Suite 1800  
Dallas, TX 75201



*"I wanted to extend my appreciation for providing exceptional talent to Digital Realty Trust (DLR). Tekfix not only closed 1010 tickets with our Service Desk teams, their average resolution time was the best of all our team of 24 hours. Much of our team's work is back-office IT support, which requires expertise across our infrastructure, network, and applications integration to resolve our company's user issues, and requests, and Tekfix mastered this effortlessly. Tekfix also took a new security initiative, and integrated the process within our ticketing system in less than five weeks, which included training a third-party team on how to use our ticketing system for continued support, and reporting purposes.*

*Tekfix handled every situation with our customers, and team members with the most professional and positive attitude. Their willingness of wanting to do more for the team, and our customers are just one of their many traits that our team have enjoyed."*

Kind Regards,

*Lydia Lewis*

Lydia Lewis, MBA | IT Director Applications and Operations Support, Enterprise Technology Services



5800 Foodlink Street  
Sacramento, CA 95828  
Toll Free: 1-800-283-9000



## Non-Profit Discovers How to Dramatically Lower IT Support Costs

*“California Emergency Foodlink, Sacramento County’s Official Food Bank, was founded in 1992 with the mission of finding sensible solutions to hunger that effectively address its root causes: poverty and joblessness. To accomplish its mission, Foodlink has implemented a mission strategy of building better communities by providing jobs, preventing hunger and training for the future.*

*At no charge to recipient agencies, Foodlink delivers more than 120 million pounds of food per year throughout California. Foodlink delivers government commodities from The Emergency Food Assistance Program (TEFAP) as well as fresh produce collected under the state-wide agricultural food rescue program, Donate-Don’t Dump (DDD).*

*With a mission that important, they cannot afford to spend their time and money fixing computer problems.*

*That’s why they decided to call on Tekfix for assistance. Foodlink’s network, workstations and servers were aging. The network was not centrally managed, and they needed to upgrade both their accounting and inventory software.*

*To solve these problems, Tekfix recommended new Windows servers and new workstations. This would allow Foodlink to upgrade the new accounting and database software on redundant, high-performance servers.*

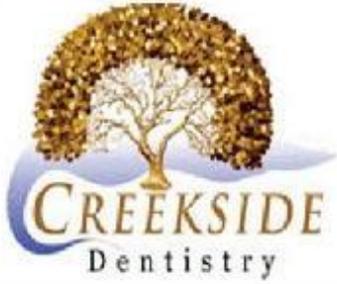
*“We wanted a company that not only understood our business, but that would also be easy to work with on a daily basis. We don’t have a dedicated IT staff here, and we needed experts who could get the job done with minimum downtime (there was NO downtime during these complicated projects!!!)”, said John Healey, CEO of California Emergency Foodlink. “We chose Tekfix because they clearly stood out as the most competent vendor for food banks and the software and processes they use. They had excellent credentials, multiple client references, and their proposal was very detailed and thorough. This gave us greater confidence that they truly understood our business and what we needed.”*

*“We were also very impressed with the process they proposed for designing and implementing our system and upgrade projects, which included interviews with committee and the staff that would be using the system. None of the other vendors included that as part of their approach to solving our problem,” said John.*

*California Emergency Foodlink does not rely on their internal staff to solve their daily IT problems anymore. They use Tekfix to monitor and support their computers and network 24x7x365 under a Managed Services Plan. The Tekfix Service Desk answers calls within just a few minutes, if not within a few seconds. “When any of my staff have a computer problem, we call the Tekfix Service Desk and they help and fix our problems right away. We no longer live with the computer problems we used to have; we call Tekfix Service Desk right away and get it fixed immediately.*

*John Healy has been very pleased with their decision to subscribe to the Managed Services Plan. “The team at Tekfix is very responsive to our needs. Thanks to the Managed Services they offer, we get instant support without having them to come on site; this is very convenient for us,” says John. “We did a comparison to what we had been paying in the past for IT Support against the cost of Managed Services, and it will save us a lot of money. Plus, the fixed monthly rate we now pay for all the IT support we need makes it much easier to plan and budget.”*

John Healey, President



Creekside Dentistry  
Dr. Nasr, D.D.S.  
1625 Creekside Dr, #100



**Dentistry signs up for Platinum Service Plan and ends up saving money and having less downtime, using this plan vs. using the old Break/Fix Model.**

*"We had gone through several Computer Consulting firms before we met Tekfix. Tekfix was able to resolve issues within only a few hours, that some of our other guys were NEVER able to, and all at a reasonable cost.*

*Our dentistry uses state-of-the-art dental equipment, and our computers must also equal that standard. Tekfix ensures that our computer equipment **maintains high availability**. We are able to achieve this by using one of their **Monthly Service Plans**, which ensures **that we are always secure, protected and virus-free**.*

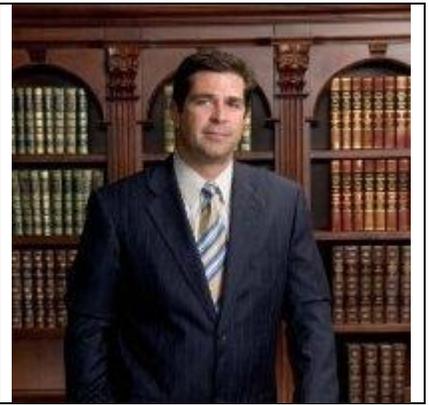
*The part that I like most is that every time we call for tech support, **our phone calls are typically answered in less than 1 minute** by a **U.S.-Based support** team.*

*Our **actual I.T. costs have gone down year over year**, by using Tekfix's proactive Platinum Monthly Support Plan!"*

Thank you.  
Dr. Nasr



428 J Street #200  
Sacramento, CA 95814  
(916) 498-9473



**Our U.S.-Based 'Service Desk' provided an average response time of less than 2 minutes for any phone-based technical support calls.**

**Lawyers are one of our niche groups; we understand their needs and applications.**

*"Tekfix has provided IT services to our firm for the last couple years. Most notably, when something goes wrong, Tekfix will find a way to fit your IT emergency into their schedule that day without charging you an arm and a leg. They are very **reliable** and **responsive**."*

Michael Wise



**Oral & Maxillofacial  
Surgery**

**Cosmetic Surgery**



**Multi-Site Dentistry consolidates all four offices into one call center for efficiency and cost savings.**

*“Sacramento Surgical Arts needed a phone system that would connect our four geographical separate dental offices into one ‘logical’ unit.*

*We also need to set up our busy offices to handle multiple incoming simultaneous calls that could be managed by our staff. We could not afford to lose any calls, whether coming in during business hours or after-hours, as we needed to ensure all of our patients could reach us anytime, day or night.*

*Tekfix came in and provided the solution that met all the objectives above in a timely and professional manner.*

*We highly recommend Tekfix for any of your phone (and I.T) needs, as they also do computer and other network support.”*

**Jagdev S. Heir, MD,DMD**





July 23, 2012

Dear Prospective Client of Cliff Gormley:

Our firm provides Human Resource, OSHA, Payroll, and Management support services to our client base. We deal with extreme issues that have included employee deaths, US Department of Labor inspections, claims of sexual harassment, and more.

Our systems must work, be reliable, and safeguard all our documentation. Network reliability is critical. We have experienced phone systems that failed while counseling managers dealing with trauma and networks that were "managed", but never properly designed for stability.

Cliff Gormley is hands down the best network system architect and support our firm has met, enjoyed the benefit of his knowledge, and dedicated service. Shortly after installing a Cisco phone system by another provider, I met Cliff. We were experiencing catastrophic issues and receiving uninspired support. While the other firm struggled for weeks, Cliff had diagnosed the issue within one day. We changed our network support to Cliff within weeks. He helped the Cisco support team understand why the problem existed and found the solution.

Our firm utilizes an integrated Cisco phone system, exchange server, all set up and integrated into our SalesForce CRM. All calls made in and out of the company are tracked through the CRM. All emails going through Outlook are integrated into this same system. This allows us to provide accurate reporting on service provided and pending tasks for our client base. That is not possible without the support of Cliff. Our service levels, reliability, and efficiencies are dependent on our systems and Cliff makes that all possible.

Please feel free to call with questions and more examples.

Sincerely,

*Todd K. Larrabee*

Todd K. Larrabee  
Managing Member  
Employer's Guardian, LLC.



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**Maximize Employee Performance | Minimize HR and OSHA Risks**

2865 Sunrise Blvd.; Suite 225 | Rancho Cordova, CA 95742 | Phone: 916-635-2543 | Fax: 916-635-3434

[www.employersguardian.com](http://www.employersguardian.com)



*“The City of Roseville (COR) needed some high-profile projects to be completed over the summer of 2013. These 3 projects were:*

- 1. Upgrade our SNMP network monitoring system using the application ‘What’s Up Gold’*
- 2. Make considerable network changes to make our three library sites more secure.*
- 3. Introduce a Nexus core switch into our production network.*

*All three projects above were completed **with minimal downtime** and interruption to our production network, even though all three projects involved working directly on the production network. Minimum downtime was achieved by being very thorough and paying attention to the details.*

*The City of Roseville would definitely use Cliff Gormley / Tekfix for any of our future network engineering projects that we would need assistance on.”*

Sincerely,  
Gastón De Ferrari  
I.T. Manager  
City of Roseville

**Placer County**  
California

**Address: 2954 Richardson Dr,  
Auburn, CA 95603**



*"The migration of the Network Servers, and Workstations, as I see it has been completed.  
I would like give a big Shout Out, and Woooo Hoooo, to everybody for making this a pretty Doggoned painless migration.*

*There were very few issues, considering the number of Workstations that needed to be migrated. Not to mention the servers that house a number of diverse applications critical to daily operations.*

*GREAT JOB everyone !!! :)"*

Best Regards,  
- Lonnie

Lonnie C.  
IT Analyst  
County of Placer



Brennan Defense  
901 H Street, Suite 200



*"My firm was having issues with our Cisco ASA firewall and none of the Tech Companies that came in were able to resolve the issue.*

*Out of desperation, we found Tekfix using Craig's List. I have to admit, I was highly skeptical at first. Tekfix came in and was able to resolve the issue in less than 1 hour. This is because they are Cisco Certified and know what they are doing. They may not be the cheapest, but what counts is the VALUE I got from them. They also help us with our Microsoft systems, and our Law Firm applications such as Abacus.*

*Don't waste your time with the other non-certified firms; do the right thing and go with Tekfix.*

*Feel free to call me anytime."*

*Sincerely,  
J.P. Brennan, Esq.  
Brennan Defense  
901 H Street, Suite 200  
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916.442.8474 Fax*



*Kim Tomerlin*

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I must commend Tekfix on their abilities! Each and every time we have contacted Tekfix for service, they have gone above and beyond to help us keep our computer systems up to speed. Their efforts to help us with immediate repairs, changing of locations, and simply maintain our systems have been tremendous, but it all seems effortless to them. I love that Tekfix keeps such detailed notes about their work so we can always refer back to them if necessary. Your continued professionalism and skills will keep me coming to Tekfix for computer services for many years!

***K. Tomerlin***

***Stoneville Charter School, P.O. Box 436***

***ktomerlin@stonevillecharter.net***