



JOHNSON COUNTY
PUBLIC LIBRARY
JCPL SERVICES CENTER

October 8, 2009

TO WHOM IT MAY CONCERN:

The Johnson County Public Library has had the great good fortune of working with ENA since July of 2006 when they were awarded the state connectivity contract for Indiana. At the time the transition from our prior internet provider to ENA was quite seamless. We immediately recognized improved connectivity and excellent customer service.


In the ensuing three years, so much has happened at our Library that it is hard to believe that ENA hasn't always been our Internet Connectivity partner. From the very beginning the professionalism and expertise of their staff and engineers has been most impressive. At no time have we felt an issue was too trivial to discuss with them or has a question or concern gone unresolved. With their 24/7 monitoring of our circuits, ENA engineers are quick to alert us to potential issues and often have them resolved before we are even fully aware they have happened. They are always timely with notification of any planned downtime for upgrades and the time involved has been minimal.

When it came time in 2007 to plan for a new branch library and to upgrade the wide area network between our five locations, we were elated to have ENA at the discussion table offering suggestions for planning and implementation. Not only was ENA willing to work with JCPL staff, but they also worked with our IT consultants, our architects and our two local telecom providers. With their assistance we upgraded to a fiber network, equipped the new building with virtual work stations and added VOIP telephony for the entire system. ENA was always there to help guide us through the rough spots and they were dogged when it came time to resolving issues with one of the local telecoms.

The annual update meeting that is scheduled by our ENA sale representative is always informative and insightful for making evaluations of their service and for strategic planning purposes. We have yet to take advantage of their full range of services but remained impressed with ENA's responsiveness to the ever changing technology issues with which we deal as a public library.

We at Johnson County Public Library are very satisfied with the service we received from ENA and I would recommend them highly as a provider for network services and Internet connectivity.

Sincerely,

A handwritten signature in blue ink that reads "Beverly Martin". The signature is written in a cursive style with a large initial "B".

Beverly Martin, Director