



September 9, 2013

There's no such thing as perfection, but if there were you would know it when you meet Dispatching Made Easy! I'm in the hospitality industry, which means my expectations and skepticism are high. My interaction with this company has been nothing but outstanding. When looking for transportation software, I was almost certain that after coming across DME, that the pricing would be as much or higher than other companies I researched, because they looked like such a first-class operation, from the quality of their system to their impeccable customer service.

We are very happy we chose DME, not just because they were reasonably priced, but more for their top-notch professionalism and superb transportation system. We have been in the transportation business for almost 30 years and entered the health care market about two years ago. We were in need of a specialized system to support this sector of our business and from the start, the system has been invaluable and has created a seamless and efficient operation. It has also improved client relations, as they are impressed with the systems we have in place to manage their transportation needs.

Daniel, their online manager has been super responsive and supportive from the start and has been right there, helping out wherever and whenever needed. Initially, we had some specific needs and within a short period of time, their programmer made changes in the system to accommodate us. Most recently, we had an issue that arose from our end that could've resulted in some major challenges to say the least. I emailed Daniel on a Sunday morning and not only did he respond within a short period of time, he tirelessly worked for several hours that day to assist us and resolve the issue at hand.

Rarely have we had a partnership with a vendor that has given us such complete cooperation and flexibility. They consistently make an extra effort to assist us and we truly would not have our operation running at optimum levels without Dispatch Made Easy. I would highly recommend them, as their dedication to providing a rewarding experience is evident in everything that they do. Outstanding company in every aspect.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Such", written over a light blue horizontal line.

Karen Such
Senior Vice President of Operations