

Dear Fabricare Solutions Team,

I just wanted to let you all know how incredibly pleasant this experience has been. From the initial sales consultation with Michael, to the install with Brian, everything went exceptionally well. Previously we operated using software called Cleanware, which we installed in 1997. The software was limited and the platforms were grossly outdated (they still used Win95) and after years of dutiful service the systems started to break down. Your system was recommended by one of our suppliers at Fabriclean Supply, Mike McDonald. After we contacted you, Michael set up a meet with Twin Kell Cleaners in Fort Worth where we observed your product in action. Kevin and his plant manager praised your product and after seeing it in a plant similar to ours, we decided that it was the system for us.

When the time came for the installation, my staff was very apprehensive about learning a new system on the fly. Brian easily guided the staff at both of my locations through this new software and hardware, doing a great job of holding hands and assuaging fears. We are now a few weeks into using the system and my staff has already adapted to the new system and uses it efficiently. Our new problem is that everyone keeps tapping the monitor of our single non-touch screen system. I am sure we will have questions down the road, but it is nice to know that there is someone there to help, someone we can trust. Thank you all for developing a terrific product and for having the staff in place to make working with you a true pleasure.

Sincerely,

A handwritten signature in black ink, appearing to read 'Josh Pittman', with a long horizontal flourish extending to the right.

Josh Pittman and the entire Pittman's Cleaners family.