



MARICOPA COUNTY SHERIFF'S OFFICE

JOSEPH M. ARPAIO
SHERIFF



February 24, 2014

Word Systems, Inc.
9225 Harrison Park Court, Suite 100
Indianapolis, Indiana 46216
Attention: Christy Wahchle

Dear Christy,

I'm sending this letter to say thank you for making the purchase of our (9) iRecord Systems here at the Maricopa County Sheriff's Office, a pleasant one. While researching a suitable replacement for our old systems, I happened to read you company's mission statement;

"To provide quality products and related services designed to enhance voice and text communications. To strive toward satisfying our customers' needs by listening and recommending innovative solutions. To render support through personal attention and total commitment to customer satisfaction. To try and solve customer problems to the best of our ability in the most expedient manner."

I'm glad I did, because that was not only what motivated me to take the initial step and contact Word Systems, but I have learned firsthand that your mission statement is not only text on a page, it is how your company truly operates! You and your staff have been very professional, personable and very knowledgeable which was an asset in helping me to decide what would best fit the needs of my department. From the onset of this project Mr. Doug Miller was instrumental in making the order of all (9) systems easy and methodical. Mr. Miller stayed in constant contact with me throughout the process and kept me up to date on the status until all the equipment had been delivered to me.

Our (9) iRecord Systems were installed in (8) different buildings within our county over the course of a few weeks. An added element of difficulty was the geographical span from one end of our county to the other. Your installer, Mr. James Magby made it look easy and is a true professional, both in his demeanor as well as his technical knowledge. James took the time to make every install just as finely tuned as the previous one and trained my detectives how to use the system before leaving. Since the installation has been completed, I have contacted James on his cell, which he continues to answer and provide his professional and technical guidance. This level of customer service is rare and a true testament to your efforts and the professional standards of Word Systems Inc. I have received nothing but positive feedback from the detectives and the supervisors about iRecord and how user friendly it is. Since the systems have been in place even the prosecutors are pleased with the audio and video quality. It's obvious that the iRecord System and Word Systems Inc. was just what we I was looking for!

Sincerely,

Captain F. A. Aldorasi, Commander
Maricopa County Sheriff's Office
Major Crimes Division

FAA/caw