



**INTERNATIONAL
SCHOOL CONNECTION**

June 2, 2009

Dear Rich,

I want to take a moment to thank you for the great boost you have been to my work in a complex and virtual office for an international non profit organization. In the last several years that you have worked on my computer and printer system, you have always known what to do, and your solutions have always been successful for me. In addition, I appreciate the way you take care of me as a client, responding to my SOS calls to solve or meet a new challenge.

For many years I was frustrated with the continuous technology challenges in running a local office and complex communication system for an international virtual organization. The day you arrived to help was a great moment of relief for me. So thank you for the knowledge you have and use, for the perspectives you have on the IT world, your personal wisdom, and for your great capacity to care for your customers and their work success in a virtual environment.

You are my hero!

Sincerely,

Karolyn Snyder

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