



April 10, 2010

To Whom It May Concern:

I have been working with the Omni Group for over five years. The company has been providing support services for our administrative computers including internet connections. They respond quickly, no matter what time of day we call. The Omni Group identifies areas of concern long before we notice a problem so that preventative maintenance may be performed.

I switched our guest internet support to the Omni Group over one year ago. We are saving hundreds of dollars per month and have increased the level of support for our guests. The Omni Group provided thorough training for our hotel staff so that guest internet issues could be addressed quickly by our team as to reduce guest complaints.

No matter what the project, the Omni Group can fix the problem. They have repaired our central music system, have set up business center stations, have run network cables just about everywhere in our hotel, and even kept an old key programming machine going until we were able to replace the system.

The Omni Group is by far the best vendor we use.

Sincerely,

Lisa M. Castagna

Lisa Castagna
General Manager
Holiday Inn Decatur Conference Center