



**ST. EDWARD MERCY  
MEDICAL CENTER**

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1/23/04

Saint Edward Mercy Medical Center  
PO Box 17000  
Fort Smith, AR 72917-7000

Subject: Letter of Recommendation for Discount Imaging

To Whom It May Concern:

Discount Imaging has been providing printer toner, printer parts and printer service to Saint Edward Mercy Medical Center for the past two years. In this capacity I regard the company and its employees Darriell Mathis and David Lowe to be more than vendors in that they have acted as partners in my effort to provide the best possible customer support. Both Darriell and David can be counted to provide timely professional printer products and support any time and at any location their services are needed.

Saint Edward Mercy Medical Center's association with Discount Imaging has saved many tens of thousands of dollars in products and services, but to me an equally important part of the relationship is the outstanding manner in which service is provided to our customers.

Discount Imaging offers toner and other printing supplies at very competitive prices and professional and timely printer service free of charge.

The off-loading of printer maintenance to Discount Imaging has allowed my computer technicians focus on customer issues relating to infrastructure and application delivery and support of this hospital's clinical activities. This arrangement has improved our customer service and support and my co-worker satisfaction.

Overall, I feel that Discount Imaging products, product warranty, service delivery, and pricing position them at the head of the class. I strongly recommend Discount Imaging for serious consideration as system printer products vendor.

Sincerely,

Paul Merrywell  
Director, Information Services