



Southwestern
Pennsylvania
Human
Services, Inc.

• www.sphs.org

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SPHS has been
accredited under the
Pennsylvania Nonprofits
Standards for Excellence
program with the
Seal of Excellence.
We proudly display this
logo to demonstrate
our continued commitment
to upholding the highest
standards of ethics and
accountability in the
nonprofit sector.



July 12, 2016

Dennis Noonan
Vice President of Sales & Marketing
700 Laurel Drive
Connellsville, PA 15425

Dear Dennis:

In a world where poor service seems the norm and where salesmanship is usually dependent on the size of the sale, it's nice to know that some companies still find these standards unacceptable. Ford Business Machines is such a company.

From day one I have been treated the way I think a customer *should* be treated. For example, Ford has never tried to oversell me when I first explained to them my needs.

Ford's professionalism, efficiency, product knowledge, delivery, customer service and follow-up is excellent and I truly appreciate all of the support you have provided to my staff and me. Sometimes you just don't know what you are missing and you get used to dealing with products and technology that are outdated, inefficient and not cost effective. We had no idea what we were missing! Thank you for showing us the light and providing us with such a phenomenal products, outstanding service and incredible follow-up and support.

All this makes me a dedicated Ford Business Machines fan. I recommend your company to anyone who asks (and even to some who don't!) and it goes without saying that any future needs I have will be directed your way.

Thanks to all for a job well done.

Sincerely,
Southwestern Pennsylvania Human Services, Inc.

Jeff Burks Mascara
Executive Vice President/CEO