

Gregory Poole



April 24, 2003

J Lloyd Gurley Jr
Gregory Poole Equipment Co
4807 Beryl Road
Raleigh, NC 27606

To Whom it may concern;

Gregory Poole is a Caterpillar dealer located in Raleigh, North Carolina with about 680 employees and 600 Personal Computers. Our PC population is made up of about 50% desktops and 50% laptops. We typically replace desktops every three years and laptops every two years. Therefore, we are replacing about 250 PCs per year and supporting 600 users with three PC Support Technicians.

Our PC to Support ratio is 200 to 1, which is high, causing a strain on support staff. We could address the problem by either hiring additional staff or attempting to automate some of the processes. We decided to automate as many processes as possible. We selected BOSS-U-Win to help with the follow issues:

1. Streamline the replacement of PCs
 - a. Historically, we have been replacing PCs at the rate of one per day taking a technician most of the day.
 - b. With Boss, we expect to replace five PCs per day and we expect it to take about ½ days effort
2. Automate the Asset Management of PCs
3. Push applications out to the PC
4. Pro-actively push fixes out to PCs, instead of reacting to problems
5. Automate the backup of user data to servers on a regular schedule

We have found BOSS, Inc. to be very profession and able to satisfy all of the above mentioned goals for the product. Their training was very comprehensive and the instructors very knowledgable of the product and installation processes. Their technical support has been excellent with all questions answered on first call. After using the BOSS-U-Win product, we have decided to eliminate our PC Image software resulting in less ROI time than anticipated.

Sincerely;

A handwritten signature in black ink, appearing to read 'Lloyd Gurley', is written in a cursive style.

Lloyd Gurley