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Dear Roy Pettengell

Detarus have been involved in all major IT project work here at Frimley Park Hospital NHS Trust over the last two years including a trustwide upgrade to our Network Operating System and desktops. They have built a close working relationship with our department and also all departments within the Trust and have acquired a deep understanding of our practises.

Currently there is two full time contract staff from Detarus on our site at any given time for existing [contracted] and new projects, and due to the ongoing nature of these projects we always receive a Value Added Service from them over and above what would be expected from a contractor. Consequently they are granted an unprecedented level of security allowing for seamless integration of anything they happen to be working on without loss of productivity for initial learning curves.

As a multi-funded organisation we are confident that we can place our logistics in their hands without prejudice and expect a streamlined service to complement new working guidelines currently in development as a blueprint.

We feel strongly that our workflow and support processes would be improved by engaging in a support and purchase agreement with Detarus and yourselves, for Dell products at your suggestion and are very keen to progress with this.

Yours sincerely

Andrea Doe
Technical Support Manager
IT Department