

“Everything is great. We started using IssueTrak full time last week and I just **love it**. We did some tweaking where I could send/assign issues to our support company outside the bank.

I have turned in a couple of support cases and they have been REALLY good in getting back to me and helping solve the issues (nothing major just little things). I have dealt with support teams, lots of them, in the past and you really are one of the best I have ever worked with.

I guarantee that I will gladly recommend Issuetrak to anyone who needs helpdesk software. The product and the people that represent the product are what counts and I have not been disappointed with either. Also both the summary reports that come with it and the report writer are great. It is a pleasure working with the people at Issuetrak and thanks for the help you have provided thus far!!!!”

Mark Andres, Client Services
City Bank

“Since purchasing IssueTrak, I have yet to regret the purchase. In fact not only does it make my IT Helpdesk more efficient in our daily work, the staff company wide loves it! IssueTrak as a whole gives our company the perfect way to support, control and communicate our entire network operations smoothly, from help desk support to scheduled maintenance and task management. Great job!”

Rick Deluco, Director Network Operations
Digital Insurance, Inc.

“Please pass along to the team that they're doing a fantastic job supporting and developing the product - the technical support is well worth it.”

Dave Robinet, IT Operations Manager
Magna Powertrain USA

“The instructions allowed a novice like me to complete the install without a hitch. I’m celebrating with a cup of coffee. Thanks!”

Eric Everdyke
Dielectric Laboratories, Inc.



"Your Support is exceptional and your product is too! I have hired several techs that worked for me at another company, where we used Magic. They had no idea how much they hated Magic until they started using IssueTrak! I was also able to get it setup and working in a day instead of a week! Thank you all."

*Chad Queensberry, Manager IT Customer Service
Housecall Medical Resources, Inc*

"I am extremely impressed with the quality and responsiveness of your Support Staff!"
Each time I have called, I not only do I actually get someone right away, but I don't have to wait for the right answer. There is no hesitation!"

*Daniel Yarian
Alliance County Hospital*

"IssueTrak is one of our favorite vendors - as far as technical and customer support - IssueTrak rules!"

*Marion Lancaster
Virginia Department of General Services*

"We're just about to sign up with IssueTrak and your technical help has been one of the factors making the decision easy for us."

*John Whittingham
Gardner Smith*

"Thanks for the quick response and resolution. This is some of the best technical support in the industry. Thank you."

*Jack Dempsey, IT Manager
Johnson Crushers Int'l Inc.*

"Exxon Mobil is a relatively new customer. I appreciate the help and responsiveness both before the sale and from Support after the sale."

*Craig
Exxon Mobil*

"Thanks. It is so cool to talk to an actual person and to not be sent to an overseas support team. You guys are the best. I look forward to working together. You have no idea the frustration that is experienced with offshore assistance. You guys rock!"

*Bruce Brothers
LifeLine System Solutions*

"Your support is really great...Most people I deal with say they have great support, but you really deliver. You've been very responsive."

*James Towne
Affiliated Managers Group, Inc.*



“Being in the technical support industry myself I know that it's not very often that end users express their thanks and gratitude for a job well done. So this e-mail is my way of saying thank you for your hard work and efforts. I'm sorry that I can't say it to everyone on the ISSUETRAK team, as my familiarity with ISSUETRAK staffing is fairly limited, but I hope you will be willing to do that for me.

“Thanks again for all your hard work and efforts in making IssueTrak a great help desk solution.”

Geoff Crookshanks
Truck Enterprise

“You and your company are one of the few that I can just pick up the phone and get such hands on personalized service. It's been a real joy working with you and your team.”

James Stewart, System Programmer
ACTIVANT – CCI Triad

“I almost forgot to add... Steve Anderson is exceptional. Nothing will sell software like world-class customer service. People and support sell software...more than the bells and whistles.”

Andrew Lyons
Remote DBA Plus

“I'd also like to share that one of the deciding factors to go with IssueTrak was the support of your sales/technical staff. As a government agency, we have to be careful with every penny so we spent a great deal of time researching and investigating help desk solutions before making the purchase. The ability of the sales/technical staff to answer questions as well as their willingness to help influenced our decision. And, of course, the product DID meet our needs.”

Bernadette Lantz, I. S. Supervisor
Washington County Government Center

“We have been very happy with IssueTrak. It is super-easy to use and does what we need it to do. The customer service ya'll have provided so far has been great”

Tricia Long
UHY

“We were able to get the support we needed. We are up and working, today I will be doing some configuring. Thanks for your follow up call; the support we are receiving is outstanding! Thanks,”

Brian McGreevy
Gulf Shore Insurance



“We use IssueTrak at Jenaly, and a few of our clients use it too. It is highly customizable; as you can tell from the messages you receive. We have also customized it extensively, to give it a clear "Jenaly" look and feel. If you'd like to check out our setup, I'd be glad to show it to you. Our contact is Steve Anderson. Steve's great, as is the whole organization. They've got superior support, one of the best we've ever dealt with. We're obviously very pleased with it and I highly recommend you check it out.”

MJ Shoer, President
Jenaly Technologies

“The IssueTrak solution has worked very well for us, it seems to be exactly what we were looking for. We really appreciate the fact the support, design team, and sales team has been very accommodating and responsive to our questions and requests. The customer service plays a large part in that satisfaction.”

Lynette Holiday
Michigan First Credit Union

“We implemented IssueTrak as recently as January of this year. During this short time, we've cut our backlog of outstanding issues by half, reduced staff and successfully met our client's expectations regarding customer service.

We are very impressed with the functionality of IssueTrak. Your software allows us to offset the varying productivity of individuals by ensuring that high priority calls are addressed first. IssueTrak allows us to manage performance as a distinct process, without impacting customer service. LaDonna Beauregard and Hank Luhring have been most helpful in responding to all of our issues quickly and effectively.”

Marlene Rosen, CGA, CPIM, CEE, MBA
HydroOne

“Thank you very much. Anytime I have needed assistance with your product, there has always been a ready and willing employee to help. Have a great day!”

Greg Musantry,
Hospice of Palm Beach County