



HOTEL GALVEZ

A WYNDHAM HISTORIC HOTEL

Date: January 2004

Subject: Letter of Recommendation

Reference: Enterprise Systems Corporation

Hotel Galvez has undergone a complete renovation to recapture its original glamour while updating the hotel's accommodations and facilities to the latest standards. Part of those standards was providing the latest in communications amenities to our guests. The existing Fujitsu had become obsolete and beside the fact it could not be supported any longer, was unable to interface to carriers with T1.

After entertaining bids from many different companies, the Nortel Networks solution proposed by Sean Pyykola and Enterprise Systems was chosen. Although there were less expensive alternatives in the market, Nortel Networks offered the best value in terms of reliability, functionality, and investment protection.

The project was managed by Rodney Hyde, and proceeded on track from start to finish. It was quite a challenge, as the Hotel was built in 1911. The Meridian 1 Option 11C with Hospitality Voice Services and Symposium Express Call Center were installed in a manner that minimized down time and kept our operations running smoothly. As a matter of fact, Enterprise Systems personnel focused on our Property Management System and Call Accounting interfaces to ensure we kept our revenue sources intact.

Since the successful installation, Enterprise Systems has been responsive and demonstrated a high level of customer service for the Hotel. We were impressed enough to engage Enterprise Systems Corporation for the maintenance of our other two properties, the Tremont House and Harbor House.

I highly recommend Enterprise Systems to any organization (Hospitality in particular) that is seeking a Nortel Networks partner.

Sincerely,

Brian Cole
Director of Rooms
Hotel Galvez
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