



Hi John,

I wanted to provide some feedback regarding the start-to-end process of procuring our BCM 450 VOIP phone system.

Sales Relationship

I was put at ease rather early into the process when we began discussing phone systems primarily because you and the Delta team asked questions and listened to our responses and needs when sizing up a system to quote. This may seem obvious, but other vendors were quick to either try to make the system they wanted to sell fit into my requirements, or resisted providing specific details about the system – promising instead it would simply do everything I could ever need it to do (further clarification revealed significant shortcomings in their proposals).

Secondly, I was happy to hear quotes from the beginning that weren't inflated just so there was room to provide large, but meaningless, discounts. It was nice to arrive at numbers I could realistically use for budgeting early in the process.

Finally, subsequent changes to the original quote were prompt and thorough – without surprise additions to the bottom line when the final order was placed.

Installation & Service

Delta's technicians – Geoff and Sean, in particular – have provided stellar service. Geoff really came through for us when installing the system and getting it running between the time the circuits were finished and occupancy was started (a matter of a few days). He and Sean provided prompt follow-up support while we tweaked the configuration of the BCM450 to meet our unique needs for a four-person reception group (each of whom pull double-duty as a receptionist plus another job function). Both have been easily reachable via email or phone to answer questions regarding operation or configuration as they arise, and I typically get resolution on the first call (those few that have required more investigation were resolved on the second call).

Equipment

The BCM450 dovetailed nicely into our particular phone service (dynamic-access T1 with two POTS lines) and has seen no hardware issues to date. There was a brief software-related issue that surfaced due to our unique configuration, and Delta worked with Nortel to apply the necessary patches to resolve it.

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We've deployed roughly 50 IP1220's and four IP1230's and had only a single phone show an intermittent hardware problem. It was promptly replaced, installed, and there have been no issues since.

Overall, the system has delivered all the benefits and functionality Paragon needs to support its business, today and for years to come. Employees are leveraging features never before available to them to increase productivity and improve communication both within the facility and with our customers.

Many thanks to you and the entire Delta team for all your hard work!

Sincerely,

Todd Carver

VP – Business Services & Administration
Paragon Bioservices, Inc.

PS – I almost forgot to mention; in addition to the above, your A/R team was very respectful and patient while we worked out some confusion around our bank financing of the VOIP solution. It was sincerely appreciated to be engaged in a spirit of cooperation toward resolving the issue, rather than one of confrontation.

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