



5/26/2022

To Whom It May Concern,

We have been partnering with ATG-FW for almost one year now for our IT and Phone support. I have been impressed with how the team at ATG have been able to learn and understand our business. They have taken that understanding and helped us design our IT system so that it is most importantly secure. In the past we had unfortunately been the victim of several computer viruses. The downtime was extremely costly and frustrating. We were also growing fast and changing our workplace structure.

ATG was also able to design an IT system around our needs so that it functions effectively and efficiently on a daily basis for our employees. We have a unique ERP system that resides on our server and it did not take long for the ATG team to learn and understand how to setup and service our needs. We also have several people who work remotely and a few who work remote and in-person. They were able to implement exactly what was needed for all our employees to easily conduct their day-to-day work. We have also experienced how easy it is to replace old equipment through ATG. I personally like the quarterly meetings with our representative to review our system and address any concerns. These help us stay on top of potential issues and plan for future changes or upgrades.

In our experience, when problems do arise, IT support with ATG is outstanding. All of our support tickets are addressed timely and efficiently, most within a few hours. The support team is very knowledgeable and I personally like that their team has experts in all areas of IT. I have seen this first-hand during problem solving issues.

We are very pleased with the service and support of ATG-FW and highly recommend them.

Sincerely,

*Aaron Graham*

Plant Manager