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Ms. Courtney Fairchild  
President  
Global Services  
1401 14<sup>th</sup> Street, N.W. – 3<sup>rd</sup> Floor  
Washington, D.C. 20005

Dear Ms. Fairchild: *COURTNEY*

I would like to congratulate Global Services on the professionalism and expertise displayed while working with HeiTech Services, Inc. (HeiTech Services). As you are aware, Global Services has worked with us over the past three years to obtain and maintain multiple GSA Schedules, as well as to assist us with other full and open proposal development projects. Global Services continues to provide HeiTech Services with outstanding customer service. From start to finish of all our collaborative efforts, your attentive sales and account management staff has offered sound, knowledgeable solutions for our firm. Individually, and as a team, Global Services' staff is an invaluable resource to HeiTech Services.

Global Services took the GSA schedule process to its most basic level, allowing HeiTech Services to invest the least amount of time and resources, while developing a high quality, professional product. You provided easy-to-understand instructions and documents, and made every attempt to present options to optimize our return. Global Services included us in every step of the process. Your staff's knowledgeable, timely responses during the GSA review process and the expertise provided throughout the negotiations helped to facilitate the speedy award of our original schedules, as well as subsequent modifications.

I would strongly recommend Global Services to any other firm interested in having their GSA experience handled quickly and professionally. Congratulations again, and thank you.

Sincerely,

A handwritten signature in blue ink that reads 'Jim'.

Jim Clement  
HeiTech Services, Inc.  
Executive Vice President

Honor, Excellence, & Innovation

[www.heittechservices.com](http://www.heittechservices.com)