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PONTIAC CADILLAC GMC BUICK

To Whom It May Concern,

I have known Steven Kim and have had a many year business relationship with him. Steven is the consummate professional and his unsurpassed depth of product knowledge and product application techniques appropriate for the conditions of the job are always right on target.

Steven and his team at ITS present a variety of solutions for the task at hand, fully explains the various options with all of the plusses and minuses of each and helps make a recommendation that he stands behind. Steven is very sensitive to the needs of the customer and constraints of the customer's budget. He will recommend the right product tailored to the particular job - not just an expensive overkill safe recommendation.

I have found Steven to be fair, honest, and reliable throughout the years and he always does what he says he will do and he does it when he says he will do it. Customer service is not an issue with Steven and his team as they are there when you need them. Steven and ITS have been servicing our Businesses in various locations for many years with telecom and video surveillance. I would highly recommend Steven Kim and his talented crew at ITS for any job.

A handwritten signature in blue ink that reads 'Paul Tiehms'. The signature is fluid and cursive, with the first name 'Paul' being larger and more prominent than the last name 'Tiehms'.

Paul Tiehms
General Manager