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To Whom It May Concern:

I am a Managing Partner of Kelman Loria, PLLC, and I would like to commend and recommend the computer and internet services of Aaron Brown of Netserv. Aaron was recommended to us approximately three years ago to troubleshoot and, hopefully, update our computer system. Historically, this office was very slow to come into the computer age. Once having taken the plunge in 1985, its partners have been even more resistant to keeping up with the quickly advancing computer technology. Between 1985 and 2002, the office had undergone only one major upgrade to Windows 995 with 486 PCs linked through an office network. With time, the server became overloaded and prone to frequent breakdown. The computers would freeze unpredictably or crash with "fatal error" messages. There was no remote access to either the network or the attorneys' office email. Work at home had to be transported on floppies with incredible failure rates.

Mr. Brown reviewed our system in 2001 and produced a comprehensive proposal to totally revamp and upgrade in three major phases. It took well over a year to persuade a majority of partners that his proposal was not only necessary, but vital to keeping up with the practice of law that is becoming more reliant on internet technology. The resistance was not only to the cost (viewed by some of us as entirely reasonable) in these times of financial constraints on the practice of law in our particular specialties, but also to the very notion of the importance of joining the vanguard of electronic practice.

Once given the go-ahead, Mr. Brown installed the new system over a period of two to three months with a minimum of disruption to our operation, usually working after hours or on weekends. He gave comprehensive, individualized training to all attorneys and staff in the use of the new system in order that we might learn and utilize its capabilities to the fullest. He responds promptly to requests for assistance and troubleshooting. He has programmed personal laptops to interface with the office network and office email through the internet from any remote site. He has been willing to work with attorneys at their homes to set up a satellite home office with lap- or desktop wireless connection to home printer/fax machine and with seamless wireless access to the office network.

As one of the attorneys who took full advantage of the support services that Mr. Brown has to offer, I can state without equivocation that my work life, whether in the office, at home or abroad, has become much more efficient and certainly less anxiety-ridden than it has ever been before. Fewer constraints imposed on the work process in terms of time and geography, translate directly into increased productivity and a more stress-free work environment.

Very truly yours,


ANN CURRY THOMPSON