



To Whom It May Concern:

My name is Stu Roberts, and I am the Director of Information Technology for Nelson Architectural Engineers, Inc. (NAE.) NAE is a forensic engineering professional services firm with offices in Plano, Coppell, Houston, and Austin, Texas, Atlanta Georgia, Orlando, Florida, Denver, Colorado and Washington D.C.

Through the past two years, NAE has been working with PHD Communications to install every office with the Samsung OfficeServ series of phone switch. Currently at NAE's headquarters in Plano, Texas, an OfficeServ 7400 provides the telecommunications. The NAE Houston office runs an OfficeServ 7200, and the Austin, Atlanta, and Orlando offices run OfficeServ 7100 systems. At all other locations mentioned, NAE installed Samsung VOIP phones which connect directly to NAE's Plano office OfficeServ 7400 switch, and then through the OfficeServ 7400, connect to any other phone at any other NAE location.

I would highly recommend PHD Communications for several reasons. First, PHD Communications developed or "designed" a technical plan that would allow NAE to connect each office to each remote office via NAE's existing encrypted VPN connection. Because of this design, NAE has the ability to intra-office dial any employee at any location from any other office. PHD Communications recognized some of NAE's other phone necessities as well, and were able to configure each Samsung system feature to provide advanced communications features including the ability for an employee to dial from their Outlook client on their desktop, and have voice mail messages delivered to employees email inbox when they are travelling. Secondly, I would recommend PHD Communications because of their high level of client service. PHD Communications takes care of NAE's needs better AND faster than any other telecom provider I have ever worked with.

From a hardware perspective, the Samsung OfficeServ system is very robust, and completely handles NAE's requirements with ease. – NAE has 92 telephone handsets installed at larger locations and 6 VOIP phones installed at smaller locations. The Samsung OfficeServ platform is quite advanced, and provides many features that can enhance the communications ability of employees between locations, whether local or remote. In closing, I again would highly recommend PHD Communications for any client that requires the best solutions, equipment, and service for their telecommunications needs.

Please feel free to contact me if you have any questions I can answer.

Regards,  
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