



# North Country EMS Program Agency

“Serving Jefferson, Lewis & St. Lawrence Counties”

Ann M. Smith, EMT-CC, Director

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Advanced Business Systems  
2281 Murrock Circle  
Watertown, New York 13601

To whom it may concern,

I am writing this letter in reference to the service and commitment I have received from your company over the past three years. We are a very small not-for-profit agency that helps facilitate emergency medical services in a three county area through guidance and education. Currently our office has a copier and shredder that were purchased through advanced business systems by my predecessor. The copier has been maintained for over six years with very little trouble, which I attribute to the routine maintenance and checks that are faithfully performed by the company. I just recently upgraded the copier to include the ability to print in color and found that the sales representatives were knowledgeable and provided me with options that would meet the needs of our office. Since receiving the new machine I have been very impressed and pleased with the follow-up from the sales representative, as well as the routine maintenance checks to ensure everything is working as it should. I have always found the service to be prompt and courteous when I have called for copier supplies or with an issue and would highly recommend advanced business systems to anyone.

Thank-you,

Ann M. Smith, Director  
North Country EMS Program Agency