

Jason A. Birdwell
Sr. Telecommunications Engineer
MiTek USA, Inc. a Berkshire Hathaway Company

13 July 2017

Dear Mr. Willis,

I am writing this recommendation for your organization, Direct Connections. Over the last few years, I have had the distinct pleasure of working directly with you and your staff on various projects as well as break/fix situations requiring steadfast technical acumen as well as cool demeanor under high pressure situations. Since Direct Connections was selected in our RFP, you have been able to support our complex organization well beyond what one would expect from a small business VAR.

Direct Connections was tasked with bringing our Avaya solution to a updated supportable status as well convert our Enterprise Avaya solution from four to five digit dialing in support of our rapid growth model fed by merger and acquisition. Your organization was also tasked with engineering a solution for the integration of our Avaya and Cisco Enterprise UC Solutions, requiring collaboration with our Cisco Support VAR to ensure smooth operation and a zero downtime conversion.

Under your trustworthy leadership, you have created a company that I'm proud to have been a party to its successes. I would personally recommend Direct Connections as a trusted partner to any Avaya endeavor a company is looking into. Direct Connections is specialized in site conversions, core system deployments and the general building of lasting partnerships to ensure a business success story.

Sincerely, Jason
A. Birdwell
MiTek USA, Inc.

A handwritten signature in blue ink, appearing to read "J.A. Birdwell", written in a cursive style.