



St Joan of Arc Parish

October 23, 2007

Harrold H. Hayden
Synergistic Networks, Inc
105 S. York St., Suite 550
Elmhurst, IL 60126

Dear Harrold,

Now that our web site is up and running smoothly, I wanted to take time to let you know how much I appreciate all that you and your staff did to make this new site possible for our parish and school. Each step of the process went smoothly and working with each of your staff was a pleasure.


During the process of searching for a company to fit our needs, you were there to explain the concepts I did understand. Your follow-up phone calls assured me that you were truly interested in not just our business but in connecting with us so that you really understood our needs.

The transition from hiring a company to actually getting the site created was so smooth. George was in constant contact with me during each part of the site creation. He also made sure I understood what he had done and he always asked if I approved before moving onto the next step. If I had a question, he was prompt in returning my phone calls. If I wanted to try a different approach he was willing to show me the pros and cons of what I wanted. The actual creation of the site and adding of the content was on schedule. I had plenty of time to add more content, update rosters and add a few things before the site went public at the beginning of the new school year.

The one-on-one training that David provided was more than excellent. What more could a person ask for? He taught me the basics of web site design, all the proper terminology and allowed me time to try things for our own site. Since the actual training, David has always been available for any questions, big or small, that I have and has been able to walk me through any changes I have had to make.

You, your company, and the staff that I worked with made this whole web site process such a great experience. Not having done this before, I was very concerned about how to even move forward on such a project. From our initial meeting through the creation of the site and the training you and your staff eased my fears and made this a wonderful experience and project. I commend you for your work and dedication.

Respectfully,


Michael Kaltenberg
Pastoral Associate