

February 6, 2008

Subject: Letter of Recommendation for Mike Bailey

To Whom It May Concern:

We were constantly having issues with our systems. Our computers were locking up and our backup system was failing. I was familiar with Mike's technical skills and I contacted him for some help with our office computers. We use a specialized piece of software for our Dental office that allows us to do most of our tasks electronically. I was concerned with losing this valuable information, as well as business.

Mike looked at our office set-up and sat down with me to discuss his recommendations. To help save costs, he first recommended we buy a more powerful and secure server. He installed this server with the ability to write data to two drives simultaneously. Mike stated this was for redundancy of data. In addition to this we also have a nightly backup that writes data to an external drive. We also do a quarterly back-up of data to DVD and store this off site. This is all done with no intervention from us. In the past, the technical support for our software told us we would have to shutdown all our computers in order for the backup to run and manually run a backup. The software we use is specific to the Dental industry and I was impressed how quickly Mike was able to learn it. Just working with the software for a little bit of time, Mike was able to figure out a way to have the backup run without ever needing the computers to be off or having us click on a button to run the backup. After every nightly backup, I have an email waiting for me in the morning stating the backup was successful. I no longer have to worry about my information being lost. We later had Mike come in for additional work. He ran all new network cables behind the walls to wall jacks. We eventually got all of computers updated and networked to the server that was placed in a secure room. Mike had a lot of good ideas that has made our Dental office more efficient. We have seen an increase in production and income due to the ideas Mike brought to the table.

Overall, Mike is a very creative and technical person that can explain things in a non-technical way. I certainly believe he has what it takes to make a positive contribution to any organization. I strongly recommend Mike for any technical position.

Sincerely,



Dr. Brian Davis

[Brian.Davis@davisfamilydental.com](mailto:Brian.Davis@davisfamilydental.com)

816-943-0003