



March 5th, 2009

As a Resource Manager at Insight, I have known and worked extensively with Ann Berberich and Paradigm Technology for more than 6 years. Over the years, Paradigm has been more than capable of handling countless resource needs of very similar size and scope for my team.

Paradigm Technology was the sole partner utilized to provide the contract staff for the Insight / CNA Insurance - VoIP implementation project. Resources were used at CNA locations across the country (i.e. Chicago, CA, NJ, FL and PA). These technicians were all A+ Certified, with a solid understanding of PC, network and telephony environments. Over the course of the year, Paradigm provided up to 25 consistent resources at any given time. These techs were tasked with providing assistance in the deployment, assembly and support of CNA's new VoIP phone systems, as well as handling the disconnection, disposal and documentation of the old equipment.

I can personally confirm that the reliability and performance of these resources were excellent during this project, and allowed for a successful and on-time project completion. It is for these reasons that I offer high recommendations for Paradigm Technology without reservation. I am confident they will prove to be an asset to work with on a project of this nature.

If you have any questions regarding this recommendation, please do not hesitate to contact me.

Jim C.