



Protocol Safety Management Pty Ltd

a.c.n. 072 908 402
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System Safety Solutions

Audits
Risk Assessments
Hazard Inspections
Control Strategies
OHS Manuals
Emergency Management
Training
Consultancy
Expert Witness Statements

Principal Consultant & Managing Director

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CFSIA, RSP (Aust) MISASI

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Rob Secombe,
Engineering Director,
Teksupport Pty Ltd.,
7 Warwick Avenue,
SPRINGVALE VIC. 3171

October 22nd, 2004

Dear Rob,

We would like to pass on our thanks to you for your continued expert advice and service with regard to our computer and communications requirements.

As you know, over 12 months ago we were finding that more and more of our clients were emailing us larger and larger attachments. At the time we were using a dial up Internet connection and we were having difficulty collecting these attachments.

Your onsite assessment of our computer security and communications needs and resolution of our problems resulted in an upgrade of our Internet connection to ADSL and installation of a firewall, local mail server and a file server to backup critical client and developmental systems documentation. We are now consolidating our information and backing it up each day. This provides us with the security and peace of mind and also aids compliance with Government archive and storage requirements.

The virtual private network installed to meet our particular and often changing needs, has made working away from the office so much easier, with access to data and electronic (real time) diary affording us all the benefits of the office infrastructure. As you know, we travel extensively to our clients, not only in Australia but overseas as well and can now securely access email and data from any location. Brilliant!

Recently, we required a number of computer systems for a particular project with pressing deadlines and we were impressed and relieved that TekSupport was able to deliver, install, and configure the equipment with just a couple of days notice.

Interaction with your very supportive and knowledgeable staff sets the scene for your first class attention to every detail. Keep up the good work!

Thanks again for the professional and prompt service.

Sincerely,

Geoff Dell, Grad Dip OHS, M. App Sci OHS, CFSIA, RSP (Aust) MISASI
Principle Consultant & Managing Director

Cage the Tigers in your workplace!