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## **COUNTY OF DANE**

# **Public Safety Communications**

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October 11, 2017

Xybix Systems, Inc.  
8207 SouthPark Circle  
Littleton, CO 80120

Dear Heather,

As you know our department currently operates 21 positions of Xybix workstations in our PSAP in Madison, Wisconsin.

We installed these workstations in 2010 as part of a complete remodel of our PSAP. It's no secret that early on we had significant challenges with some defective equipment, specifically legs and control boxes. Once Xybix became aware of this bad batch of legs and control boxes, we devised plans to rapidly respond to problems. Your team at Xybix, and your local technicians always responded promptly and took care of business effectively and efficiently, insuring our workstations were out of service for as short a duration as possible.

Since overcoming those early challenges, we've not experienced any equipment failures or problems in seven years. but I Just wanted to let you know that I am very pleased with the quality of workstations, service, and installation received from your company during this project.

Our relationship with Xybix, and our daily use of the Xybix equipment continues to be a very positive experience.

Sincerely,

Paul Logan  
Operations Manager