



# Livingston County

## 911 Central Dispatch



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**Chad L. Chewning**  
911 Director

**Joni L. Harvey**  
911 Deputy Director

Re: Letter of Professional Recommendation

November 7, 2017

To: Heather Brown, Xybix Systems, Inc.

I would like to extend a letter of professional recommendation for Xybix Systems, Inc. In 2015 we replaced (11) consoles with new Xybix furniture. Heather Brown was fantastic to work with during this process. We purchased consoles with additional features such as individual heat and air controls, mechanical raising and lowering of both the screen shelf and the keyboard shelf, and the antimicrobial countertops. Since switching to Xybix, we have worked with Heather Brown and customer service several times for replacement parts mainly due to dispatch mistakes causing damage, and they have always been very courteous and time efficient in replacing needed parts. The consoles are conveniently portable and can be moved for relocation. We are working on a new building project where we will most definitely add additional Xybix furniture as well as relocate our existing consoles. The look of the consoles is both professional and very sleek, and offer a wide variety of furniture choices and colors for all dispatch needs. Xybix Systems, Inc. holds true to their warranty promises, and has never let us down. We look forward to continuing our professional relationship with Xybix Systems, Inc. and Heather Brown and company in the future.

Sincerely,

Chad Chewning

Director, Livingston County 911 Central Dispatch