



February 1, 2002

Dear Colleague:

I write this letter not out of obligation but rather out of great respect and appreciation for BOLT Document Management. We are a Community Mental Health Center in Indiana; we serve approximately 8000 outpatient clients annually. In early 2001, having exceeded our space allocations in the Medical Records Department we went in search of a system to archive many of these records. We were familiar with the Laserfiche product from a previous vendor who did small scanning jobs for us in our records and human resources departments. Although we were very pleased with the product it was a constant struggle with the vendor to communicate our issues. For this reason we almost overlooked the product completely until one of our committee members researched and found another vendor in Indiana, BOLT.

The difference between the previous vendor and BOLT is similar to the difference in night and day. The professionals from BOLT came down and met with us as a committee much as several other companies. There was one major difference. Before proceeding into what they could do for us, Jeff and Cathy Nelson took the time to ask us what it was we wanted from a product, to determine the scope of our project, and to learn a bit about our records.

Since that time BOLT has continued to provide us with excellent customer service. They have responded promptly to calls and questions, have met or exceeded expected timelines for work, and because of their expertise have been beneficial in pointing out ways to work most efficiently.

We appreciate BOLT. I without reservation recommend this company and would be pleased to discuss my recommendation or questions at [jrharrison@quincoinc.com](mailto:jrharrison@quincoinc.com) or (812) 348-7449.

Sincerely

Jennifer R. Harrison  
Vice President of Quality Resource Services