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To whom it may concern:

Muskegon Community Mental Health has enjoyed an on-going relationship with BOLT Document Management for over four years. Initially BOLT worked with us to design, implement, and install a document and record management system utilizing LaserFiche. Today the system serves our organization with distributed scanning stations, document processing, and records access and management for 118 users distributed over three area sites. BOLT also oversaw and supported the backfile scanning and indexing of over 800,000 pages of patient records for importation into the LaserFiche system.

The LaserFiche system that BOLT provided to us has exhibited an excellent blend of power, ease of use, and flexibility. We have been able to continually tailor the system to meet the ever changing record requirements associated with our organization. The LaserFiche system is also an important tool for maintaining compliance with HIPAA regulations regarding access and privacy.

During the four years that we have worked with BOLT we have found their level of support and training to be of the highest level. We are very pleased that we have been able to work with the same BOLT personnel from day one, thereby always working with someone totally familiar with our system and procedures. The BOLT people are very patient and willing to provide the occasional user training required. Also worthy of note is the availability of BOLT personnel, especially by phone. BOLT does not rely on a voice mail system and instead they answer the phone with a live person. When required, BOLT has always been ready and willing to provide direct support on-site here in Muskegon.

BOLT personnel exhibit a very high understanding for both the technical and the practical aspects of implementing and running an electronic record management system. The result is a system that blends well with our day to day operation and a dramatic increase in the efficiency of our operation. I strongly recommend BOLT Document Management to anyone contemplating the implementation of an electronic document imaging and records management system.

Sincerely,