

**OKLAHOMA  
OTOLARYNGOLOGY**



**ASSOCIATES, INC.**

July 10, 2006

To Whom It May Concern:

I recently had the pleasure of working with Geneva Management during our upgrade of Laserfische from version 5.1 to 7.1.2. This upgrade was a complex one. It is my understanding that most upgrades are from version 6 to 7 therefore, making this upgrade (conversion) more complex than the average upgrade. Another contributing factor to the complexity of the upgrade was the fact that I had two servers with two different databases on two different database platforms.

**MERCY DOCTORS TOWER**

4200 W. Memorial Rd., Suite 606  
Oklahoma City, OK 73120  
Phone (405) 755-1930

Ray Smith, M.D., F.A.C.S.  
N. Lingen Meiring, M.D., Retired  
Richard W. Leuszler, M.D., F.A.C.S.  
J. Mark Gilchrist, M.D.  
Steven V. Richards, M.D.

I was very impressed with the staff of Geneva Management. Rich Hasse was our installation/project manger and he did an outstanding job. The project was well managed with great attention to detail. Rich's communication of his progress in each stage of the upgrade was presented in a courteous and informative manner. Rich always gave me the impression that he was on a mission to do everything in his power to ensure a smooth and efficient upgrade. I am very pleased to report that Rich was in fact successful in completing his mission. Not only did Rich produce excellent results he did so ahead of schedule. Thanks to the dedication and hard work of the staff at Geneva Management I was able to complete this complex upgrade ahead of schedule.

**PHYSICIANS & SURGEONS BLDG.**

900 N. Porter, Suite 209  
Norman, OK 73071  
Phone (405) 364-2666

Carl T. Hook, M.D., F.A.C.S.  
Joseph E. Leonard, M.D., F.A.C.S.  
Christopher A. Paskowski, M.D.

In conclusion, I am glad to have had the opportunity to work with a professional and customer oriented company like Geneva Management. I am pleased to recommend this company and feel they will do an excellent job.

If you need any additional information, please feel free to contact me at 405-755-6651 ext 161.

Sincerely,

Christy Vanderbilt  
Director of Business Operations &  
Information Systems

Pediatric and Adult ENT • Head and Neck Surgery  
Facial Plastic Surgery • Botox Injections • Somnoplasty • Endoscopic Sinus Surgery • Dizziness  
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Hearing Loss and Hearing Aids • Audiology • Sleep Disorders