

Otolaryngology  
Neurotology  
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## ENT

March 1, 2007

Diana Scherber, CMPE  
Geneva Management, LLC  
933 NW 164<sup>th</sup> Street, Suite 4  
Edmond, Oklahoma 73013

Dear Diana:

This letter of reference is provided to Geneva Management on behalf of myself, our physicians, and staff at Valley ENT. As a newly formed large otolaryngology practice in the Phoenix area, we were excited to have an option to initiate our new business processes with a document management solution.

With fourteen locations, twenty-five physicians and over 100 staff members, we needed assistance with sharing and managing documents including credentialing, insurance explanation of benefit forms, human resource documentation, accounts payable, and managed care contracts.

Laserfiche has given us a tool to be more efficient. This has been a true turn-key solution as we have been productive from the first day of training.

I believe your experience in managing an otolaryngology practice provided us with an added benefit that we would not have had with another reseller. The processes that we encounter every day are ones in which you were familiar with and this allowed us to be more effective with our installation.

Your staff has been very organized and professional. I knew from beginning to end that the project details were being managed and that we would have a successful implementation. Rich Haase was particularly thorough and my staff complemented your training skills.

I would not hesitate in recommending Geneva Management to other customers. Feel free to have them contact me at (480) 423-3150 with any questions.

Sincerely,

George E. Smaistrla Jr., FHFMA CMPE  
*Chief Executive Officer*

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