

Essex County Newspapers

Bringing the North Shore Together

Bradley M. Koltz, Director of Production, Systems and Internet
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Mr. Dario DiMare
President
Dario Designs, Inc.
205 Walnut Street
Framingham, MA 01702

Dear Dario,

Thank you for all your help as we sorted through questions about our plant capacity, equipment options, operational issues and future production needs at Essex County Newspapers.

We had very high expectations based on the references we had from a number of your previous clients. Your team not only met those high expectations but far exceeded them.

Everyone at Essex who worked on this project is extremely impressed with your team, and how quickly and thoroughly everyone reacted to our last minute requests. Most importantly, your staff made the effort to learn about our specific operation and to educate us about changes and trends in technology and different ways to use these tools to solve our current and potential publishing challenges. Because of that approach, and the base of knowledge it provided, we were able to make decisions that were the right solutions for today's challenges and for the future of our business.

The best thing I can ever say about a vendor is that you did what you promised to do, when (sometimes before) you promised it, and for what you said it would cost. It's unheard of for a vendor to do extras, as you did on several occasions, and not charge for them simply because it was something that needed to be done for the good of the project. I truly wish all of our vendors were as knowledgeable, thorough and professional as your team, and had our business interests at heart as you and your staff clearly do.

Best regards,



Bradley M. Koltz
Director of Production, Systems & Internet

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