



CITY of HOLLYWOOD, FLORIDA

POLICE DEPARTMENT • 3250 HOLLYWOOD BOULEVARD • ZIP 33021-6967



"A Leading Force in Professional Law Enforcement"

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Jim Scarberry
Chief of Police

October 8, 2007

Talal "Trip" Albagdadi
Director of Marketing
The Omega Group
5160 Carroll Canyon Road, First Floor
San Diego, CA 92121

Dear Trip,

The Hollywood Police Department is near completion of the third and last component of our CrimeView Enterprise installation, CrimeView Community. I wanted to let your company know we are extremely satisfied with both your product as well as your customer service. CrimeView has already made a significant impact on identifying crime trends for both our Crime Analysts and our Officers.

Jim Harrity was our first contact with your company. He conducted several demonstrations for our Analysts, Command Staff and even our City Commission. Throughout the tedious procurement process, he was knowledgeable and accessible. He is indeed a valuable member of your company.

The Project Manager, Jeremy Duval, is extremely knowledgeable and patient. Crime Analyst Pam Sansone would literally call him seven to ten times a day during the configuring of each different aspect of this installation. When emailed, Jeremy would even respond on days off and many times late in the evening. When Jeremy conducted CrimeView Desktop training at the Hollywood Police Department, his professionalism and knowledge was evident.

Both of these professionals exemplify customer service and are excellent representatives of your company.

Sincerely,



JIM SCARBERRY
Chief of Police