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CITY OF MANCHESTER
Police Department

February 9, 2009

Mr. Trip Albagdadi
Marketing Director
The Omega Group
5160 Carroll Canyon Road
San Diego, California 92121

Dear Mr. Albagdadi,

I am writing to commend Senior Project Manager Jeremy Duval. Jeremy has been working with the Manchester, NH Police Department for several years and has proven to be a valuable asset to our entire crime analysis operation.

In late 2007, our agency implemented the use of a new records management system and fortunately it was decided that Crimeview would continue to be used for crime analysis. Jeremy was instrumental in coordinating the efforts to build new profiles and ensure that all components were working properly.

Jeremy was constantly checking with us to make sure that the Crimeview programs were exactly what we wanted. He was attentive to all of our requests and he continued to keep us informed of all aspects of the process as our system was being configured to integrate with our new records management system.

On a personal note, I have had numerous opportunities to work with Jeremy, in person and by telephone, since I assumed my position as the Program Specialist. Jeremy has always been courteous and helpful, even when a question or problem arose that was later determined to be trivial.

Jeremy has most recently traveled to Manchester, NH to conduct training for several of our employees and he did a fantastic job. He left an extremely favorable impression with our command staff and that has bolstered the effectiveness of Crimeview as it is used by the Manchester Police Department.

I use Crimeview on a daily basis and it is reassuring to know that help is only a phone call away and it is even more satisfying to know that Jeremy will be providing me with the assistance.

I look forward to working with Jeremy and The Omega Group for many years to come.

Sincerely yours,

Gregory J. Murphy
Program Specialist
Manchester Police Department

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