



Tulare County Sheriff's Department

**CRIME
ANALYSIS
UNIT
740-4410**

October 5, 2004

TO: The Omega Group Administration
FROM: Mark Hays, Crime and Intelligence Analyst
SUBJECT: Technical Support

I am writing this letter to the Omega Group administration mainly to say thank you for the excellent expertise and service that I always receive from your technical support staff. Every time I have called for support they go out of their way to make sure my problem is solved in the shortest time possible.

As an example, recently I called with what I considered a very difficult problem. My agency had an important investigation going on and needed a vast amount of information in a short period of time. After spending several hours on the project, I discovered to my horror, that a never before used database field was not populated correctly. They looked at the problem and found that it was something that could be fixed, but likely not in time to beat my deadline. The data could be processed and extracted manually but it would take some time.

The Omega Group offered to have a technician help me process and extract the files manually. To cut a long story short, I was able to get the data processed and got the reports turned in on time. It wouldn't have happened without Omega's help.

Thanks again,
Mark A. Hays
Tulare County Sheriff's Office
Certified Crime & Intelligence Analyst