

J. LEN WILLIAMS, CPM  
EXECUTIVE DIRECTOR



May 25, 2010

Sam Wachtel  
Designing Success

SUBJECT: Tracking At-A-Glance Software

Dear Sam:

This is just a quick note to let you know how impressed the Housing Authority of Columbus, Georgia is with your software, Tracking At-A-Glance (TAAG). Wow - what can I say - the software is first-rate (and wonderful, terrific, fantastic, brilliant and a lot of other adjectives I haven't thought of yet).

The software is user-friendly and real-time so that information is always at our fingertips. The "search" and "maintain" functions are a supervisor's dream. And, by having web-based access, files can be accessed on or off-site which allows for greater flexibility and increased time-management.

All that being said, Designing Success has the best support staff in the business. The support staff is pleasant, knowledgeable and quick to respond. All problems and/or questions are resolved almost immediately.

Tracking At-A-Glance has increased our efficiency, allowed for improved file documentation and, in general, allowed staff to function at a higher level.

Sincerely,

*Beverly*

Beverly B. LaMee  
Resident Services and Grants Manager