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February 19, 2013

Designing Success
3800 South Ocean Drive, Suite 212
Hollywood, FL 33019

Attention: Ginger Brown

Dear Ginger,

On behalf of Macon Housing Authority, I would like to express our sincere enthusiasm and appreciation for the Tracking-At-A-Glance (TAAG) software being utilized by our Resident Initiatives Department.

Case management can be quite time consuming and requires an extensive amount of documentation for each client; however, the TAAG system helps to make the job easier and less labor intensive which allows us to serve the clients in our caseloads more efficiently.

Additionally, I would like to commend the software support team at Designing Success on their timely responses and excellent customer service when responding to our service needs. They respond in a manner of minutes and are always helpful and eager to resolve the issue.

Thank you for providing such an innovative software system.

Kind regards,

A handwritten signature in blue ink, appearing to read 'Karen Middleton', is written over a horizontal line.

Karen Middleton
Chief of Resident Initiatives