



January 16, 2009

Growing Lifetime Relationships!

To Whom It May Concern:

There is nothing like being hit by a hurricane to test your disaster recovery provider and to determine if they are going to perform as expected. Fortunately for us, when hurricane Rita struck in 2005 and when hurricane Ike struck in September, 2008, IMS Recovery Service was there to assist us.

Not only did IMS provide exceptional service during both disasters, they were in constant communication with us and worked tirelessly to ensure that our member services and back-office functions went virtually uninterrupted. During hurricane Ike, IMS ran our core systems and vendor communications from their hot-site for 10 days.

Price point is always a key consideration in our decision making processes. We found that IMS provides remote back-up *and* disaster recovery services for about the same cost as we were paying for disaster recovery alone. Additionally, IMS provides a more comprehensive solution than was available from other providers. The IMS remote backup solution allows us to go completely tapeless if we choose and if one of our servers goes down, we appreciate knowing that IMS will stand-in for a single server.

Our initial impulse was to arrange disaster recovery services through our core systems provider. It was also extremely important to us to work with a DR company that had the knowledge and expertise to provide the services we required. After making onsite visits to IMS and our core systems provider, we concluded that IMS provided a superior solution for our backup and disaster recovery needs.

One of our primary concerns in selecting a disaster recovery company was having the assurance that our member services and back-office systems would continue to function properly in the event of a disaster. After hurricane Ike, we know without a doubt, that all of our systems function as expected.

Another reason we decided to contract with IMS was the fact that they already had third party connectivity in place with our vendors. In a disaster, third party connectivity is critical to providing our members access to their funds and other member services. We were pleasantly surprised at how well the third party vendor services worked during the last hurricane.

Our experience with IMS Recovery Services has been extremely positive and I would recommend IMS to anyone who is in need of a quality data backup and disaster recovery solution.

Respectfully,

Jason Summers
Information Systems Manager