



BigBlackHen.com

The beautifully simple way to sell your home.

29<sup>th</sup> August 2011

Mr A Richards  
P.C.Resolve  
8 Wicked Fields  
Ware  
Herts  
SG12 0XH

Dear Andrew,

**Re: Computer/IT Help**

I just wanted to say a huge thank you to you for all of the work that you have put in helping us set up the new email system for BigBlackHen.com and also helping to get our back-up sorted as both are so crucial to my business.

The email system we had was a bit of a mess run through two separate BT email accounts and despite talking to IT people in the past none had managed to get to the bottom of it. You sorted it out quickly and painlessly, looking at the various options, and recommending an excellent solution. You helped us make the transfer to the new system easily and without a glitch. You also had very good and sensible suggestions for additional steps we could take to protect our database which we have also followed.

You are someone who really knows your stuff and have the knack of explaining complicated IT problems in a way that makes them easy for laymen to understand. Thanks for doing such a great job and I have no hesitation in recommending you to other business people needing IT support.

Kind regards,

Yours sincerely

**Nigel Adams MA (Cantab)**  
**Managing Director**