

## Tony Nasca

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**From:** PPI | Orin Knopp <Oknopp@presentationproducts.com>  
**Sent:** Tuesday, April 25, 2017 9:25 AM  
**To:** Nasca, Tony (tony.nasca@dovenet.com)  
**Subject:** Thank you

Tony,

Thank you so much for your support yesterday in getting us up and running.

PPI has grown exponentially over the past 10 years. Along the way we have worked with many partners to help support our growth. Dovenet is by far the best partner we have ever worked with. We were completely down yesterday do to a virus software update which not only wiped out our executable project files but a random selection of critical database files. I was out of the office in client meetings when I started receiving calls and text messages from my office. My entire company and a project user staff of 35 people were down, costing us thousands of dollars in lost productivity. By the time I got out of my meeting, you were already on top of it. Unable to contact me, my staff reached out to you for support and that is exactly what they got. Within minutes, you jumped into action, logging on to our network, diagnosing the problem, directing my staff to pause the virus detection software and restoring the missing files. You had us up and running within hours and the problem wasn't at all related to Project. Other vendors would have simply pointed to someone else as their problem. You understood the severity of being down and the importance of project to PPI. Thank God we have good backups and thank God we have Tony Nasca as a partner!

Sincerely,

**Orin Knopp** | President & CEO

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