

ROBERTS HOME MEDICAL, INC.



Monday, May 09, 2016

Total Technology Management
Attn: Cindy Carr
100 Waterman Drive
Harrisonburg, VA 22801

Total Technology Management has been a trusted technology partner for Roberts Home Medical for nearly 20 years. Our multiple locations in Maryland and Virginia depend on our Call Centers and Phone Systems to communicate with our clients.

TTM has worked with us throughout the years to install and maintain our on premise solutions. They have also continued to work on our equipment long after the manufacture had declared our equipment end of life and end of support.

As technology advanced and we were ready to move forward, TTM provided a cloud solution that enables us to tie all of our branches together providing even better customer support for our clients.

We appreciate their willingness to work remotely to help us troubleshoot problems keeping our cost at a minimum; yet, they remain willing to send technicians to site anytime we request additional assistance.

Total Technology Managements flexibility and efficiency are keys to our longstanding relationship. We look forward to many more years partnering together as we rely on technology to provide our clients with excellent customer service.

Sincerely,

Giles Pinto, MBA
Operations Manager
20465 Seneca Meadows Parkway
Germantown, MD 20876

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