



AIDS EDUCATION MONTH

THE AIDS LIBRARY

JOHN BELL  
HEALTH CENTER

CLINICAL RESEARCH

CRITICAL PATH

DENTAL SERVICES

DIANA BALDWIN CLINIC

FAITH INITIATIVES

INSTITUTE FOR  
COMMUNITY JUSTICE (ICJ)

THE JONATHAN  
LAX CENTER

PROJECT TEACH

TREE INTENSIVE  
OUTPATIENT PROGRAM

YOUTH HEALTH  
EMPOWERMENT  
PROJECT (Y-HEP)

Y-HEP HEALTH CENTER

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To whom it may concern:

It is my pleasure to provide this reference letter for Don Campbell of Crown VoIP & IT, as his extensive knowledge of phone systems and diligence in project management has tailored a solution for Philadelphia FIGHT. Don's work with Philadelphia FIGHT began well over a year ago with our present (soon to be replaced) managed phone service provider, by providing insight into what we should expect from vendors, as well as assisting us with our brief renewal of those services. Despite my position as IT Director at FIGHT, I was, on the onset, unfamiliar with the intricacies of managed phone services, and his guidance early on solidified our respect and admiration for his skills and knowledge of not just the complexities of the industry, but our organization's needs.

Don was able to determine key requirements for a phone system and the functions of our organization, from basic call flow through advanced system requirements involving office auto-attendant needs, conference bridges, disaster recovery, Internet service, and networking hardware. Very seldom have I worked with consultants who were able to identify major problems—and their solutions!—with so little communication beforehand. Don's concern for our organization was evident from the start. Speaking briefly with me and my staff, Don made further enhancements to our request for proposal, identifying issues unknown to me and my team, yet easily resolved with today's technology. Abreast of current trends and technology, he provided a wealth of information, dispelling marketing jargon and empowering us to make more informed decisions about what we were, in fact, looking for, and how these solutions would ameliorate the concerns a growing non-profit like ours might encounter when switching vendors.

Don created grading spreadsheets to evaluate vendors on their usefulness as they compared and contrasted to our needs and technological limitations. Cost was a factor, which he made a key item in determining vendor offerings for FIGHT needs. Don's concern was not just cost, but value. Any vendor can offer phone service, but what separated one product from another? Don's breadth of knowledge with phone systems simplified the selection process.

Being as busy with infrastructure and desktop support as I am, it was refreshing to have someone who maintained the scheduling of all demonstrations, coordinating with vendors and brokering communication between vendors and FIGHT. Don made certain to have fruitful product demonstrations scheduled with sales and engineering staff on hand so the questions we had were answered by vendors with absolute certainty.

Don has made this project very successful. Selecting a new phone system is a difficult project, but Don took all the guesswork out of it. He explained things plainly, evenly, and maintained no illusions about what we could expect from his work—or what we should expect from our vendors. His efforts are much appreciated here at Philadelphia FIGHT.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Uzupis". The signature is fluid and cursive, with a large initial "D" and "U".

Dan Uzupis  
IT Director

