



**William G. Parenti**  
**CHIEF OF POLICE**

## **NORTH PLAINFIELD POLICE DEPARTMENT**

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**Brian A. Tufaro**  
**CAPTAIN**

November 12, 2008

Mr. Shawn Butt  
Zaphyr Technologies  
628 State Route 10 West,  
Suite # 14,  
Whippany, NJ 07981

Ref: Computer help.

Dear Shawn,

I wanted to write a short note to thank Zaphyr computer for coming to the rescue of the North Plainfield Police Department. We were at a crucial stage of setting up specialized police software when we learned our server staged improperly. We tried to contact the manufacturer and several other so-called computer experts to help to no avail. Time was of the essence to insure the officers on the street would continue to receive mission critical information.

Fortunately, we were given your phone number. The people giving the recommendation (technicians from Enforsys) stated that your company might be the only one who could repair problems with the moment's notice we were giving. The team from Zaphyr's that arrived had extensive knowledge with Windows Server 2003 R2, Microsoft SQL Server 2005, software and made the rebuilding setup and implementation seamless. In addition, they were very capable in handling, quickly, competently and completely the few surprise problems that arose.

In an age when so many companies don't seem to care about customer service, we are pleased you do. Thank you again Zaphyr for getting the job done, in the rapid time frame emergency service requires.

We are a satisfied customer, and look forward working with Zaphyr for years to come.

Sincerely,

William G. Parenti  
Chief of Police

*Protecting with Pride... Serving with Honor*  
[www.northplainfield.org/nppd](http://www.northplainfield.org/nppd)