

18 August 2015

**Jim Heaton**  
Vox ISM  
36 Glengowan Road  
Toronto, ON

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Dear Jim,

Acces Employment has engaged the services of Vox ISM for technical support and consulting for our Microsoft Dynamics CRM projects for many years. The software is proving to be the key platform to manage our client accounts, contacts and candidates. We also use it for our case management, including tracking programs and services, maintaining client history, and following up with clients. Both Ed and Emma's CRM expertise over the past few years have proven to be quite invaluable and their technical expertise will be required as we upgrade our system in 2015. It is to be commended that David Barsanti, your account representative, is a professional and we appreciate his prompt support.

**About Acces Employment:**

ACCES Employment is a leader in connecting employers with qualified employees from diverse backgrounds. More than 16,000 job seekers are served annually at five locations across the Greater Toronto Area. As a not-for-profit corporation, ACCES receives funding from all levels of government, corporate sponsors, various supporters and the United Way Toronto.

**What we like best about Dynamics CRM and Vox:**

1. MS CRM is very customizable to meet our changing needs.
2. Vox has the resources we need to support our CRM requirements.
3. On the technical side, Emma and her dev group have provided excellent work and Ed's general CRM knowledge is proving to be quite helpful.
4. Provided services to our agency's IT needs in a professional manner and in a flexible way.

Thanks again for your help in successfully supporting our CRM requirements at Acces Employment.

Sincerely,



**Cheng Yang**  
Director, IT Services  
Acces Employment