

8/1/2011

Brian,

I wanted to thank you and your company for reminding me of what truly used to be called "full service". I appreciate dealing directly with the same person (you) throughout the ordering process, installation, and completion of the surveillance system. Not once did I feel lost in who I was dealing with, or whom I should be dealing with, and your follow up both with calls and emails was excellent.

Being a business owner, I have very high expectations and unfortunately, seldom are my expectations met. Therefore, I am not in the habit of writing "praised thank you" notes. Your company has met and exceeded my expectations.

In 2008, I was questionable on getting a single surveillance system from DTT, but because of the quality of service and product, I installed a second system through DTT within a short timeframe. Since then, I have installed DTT in all of eight of my locations that span several states! Now I can see, at any given time, what is happening at all of my locations, I can pull all of my locations in on one screen and also access them from my Smartphone. DTT has given me more control of my businesses and definitely helped in my ability to remotely manage my locations. Since installing the DTT surveillance system, I have seen an increase in correct portion sizes, a decrease in employee theft, and ultimately a significant decrease in food costs. Since my initial installations, I took your recommendation of placing audio kits in all of my locations, and can now monitor customer service, conversations with clients and up-selling of sizes, add-on items and more. I was also hesitant on adding your "SmartAudit" services, but I appreciate you walking me through the service, and customizing the audits to match my mystery shopping and customer service expectations. Based solely on my decrease in food costs, I truly believe that this system has paid for itself a couple times over! Another benefit of the system is personal peace of mind. When the weather gets bad, my biggest fear as an owner of an ice cream company is power failure. The fact that a DTT technician will call if my system is down due to power failure is a great feature. It's that security that helps me sleep peacefully through the storms.

The few times I have needed to, I can make a phone call to tech support and get anything resolved. I also appreciate being able to call you when I need to. As a busy, multi-location owner, I know that you will get me to the right people and get me the appropriate information quickly. Customer service has periodically called to make sure that I am happy with the system and have asked if there is anything they can improve on. For the first time that I can remember, I honestly can't think of anything that they could improve on.

Thanks again!

Scott Knepper

Cold Stone Creamery