

Subway 33355, 41296 (CiM Internet LLC)

Attn: Nevil Desai

To Whom It May Concern:

I want to take the time to personally say “thank you” to the DTT staff and Nevil Desai for such a job well done!

The process from A to Z could not have been any easier. I am very happy with the quality of service and product(s) I received from DTT. I chose DTT because I know you are the industry leader in surveillance and work with all the top franchises out there. And I see why.

From the beginning when I reached out to DTT, the response and service was great. You were able to work with me to customize the product(s) as well as arrange a payment plan that helped me cover the expense over a long period of time (3 years).

The installation process was great, fast and courteous. All my requests were met and I was satisfied with how everything went. Quite a lot gets done by your team in a short time.

This investment in your product has turned out one of the best investments I made in both of my stores. Sure the first reason would be for theft protection / prevention but honestly what I have found most helpful is with productivity. As I grow into multi-unit locations, it’s necessary that I have access to all my stores – and with the DTT product I can see everything from any computer – anytime at the touch of my fingers. This has given me great confidence to know I can be in touch with my stores at anytime. The software for the DTT viewing could not be any easier and has such wonderful tools to allow many functions. Plus, the POS interface which allows me to see everything as appears on each customers’ receipt is an incredible feature that allows me to accurately monitor all the sales.

I want to touch real quickly on your technical support team. I have had to make a few calls in regards to accessing the system from a remote computer and each time not only was I handled quickly, but your staff has impressed each time with how polite and patient they are. That is something not found everywhere so knowing I can get a friendly technician at anytime is also a great plus!

I highly recommend working with DTT and the great team of staff they make available. It’s a small price to pay for a big amount of service and features made available.

Regards,

Mike Itzkovitz
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