

# Client Testimonial

“These kind of ‘partner’ relationships with vendors are critical to small institutions like Emmanuel where it is impossible to have all the skills we need in our own staff.”

John J. Aversa  
Chief Information Officer  
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Communication Design Associates  
1410 Providence Highway  
Norwood, Massachusetts

Dear Greg,

In response to your e-mail, I would be very pleased to serve as a reference for CDA at any time in the future. Add my name and number to the list!

In a nutshell, I couldn't have been more pleased with your services, and I would be hard-pressed to identify an area in which I was not happy. This was a project, as you know, with which neither Emmanuel nor I had much prior experience. We could *never* have developed a comparable bid spec or managed that part of the process effectively on our own. Not only did you demonstrate a solid understanding of the project management responsibilities, but *clearly* your collective technical knowledge and understanding of the various elements that went into those rooms is substantial. You all instilled in me a great sense of confidence in trusting your judgement in areas where I have little expertise. When asked, I recommended your services be used for the Library Lecture Hall without hesitation.

While it was a long, hard road to completion with the installers, we have two showpiece rooms that everyone loves, primarily because of the guidance and direction CDA brought to the project. I knew roughly what I wanted in those rooms but could never had adequately translated that into reality. What we would have ended up with without your assistance would have been acceptable but a poor stepchild to these rooms. I personally learned a great deal from this project and know that I will be far more effective in executing a similar one in the future. That's mainly due to my interactions with everyone on your staff.

Also, what I value beyond the scope of the immediate project is to know that we can utilize your expertise on any related issue in the future. Knowing that I can pick up the phone to seek some guidance or to use you on a short-term contract to help bring focus to a discussion is extremely valuable to me. These kind of "partner" relationships with vendors are critical to small institutions like Emmanuel where it is impossible to have all the skills we need in our own staff.

Thanks again to everyone for your assistance, and I look forward to continuing the relationship on future projects.

Sincerely,



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