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Mary's Gone Crackers has contracted IT services from Succeed.Net for over 6 years. Throughout this time, the company has grown exponentially, expanding to locations throughout Butte County, CA and last year to Reno, NV. The company's constantly changing technical needs have been consistently met in a timely, courteous manner. I can personally attest that Succeed.net has provided the best IT support I have experienced in my 20-year corporate career.

The breadth of service Mary's Gone Crackers includes: desktop support, exchange network and email account management, competitive hardware prices, software purchase and installation, server maintenance, data backups, phone systems, filesharing software and, above all, excellent customer service.

One instance where their service went above and beyond is when our ERP software server froze up and they walked me through the process of restarting the server using the power button, since the machine was unresponsive. The task was extremely stressful, because all of our company's data is stored on this server, but Dale's instructions were clear and helpful. The server restarted just fine and everything turned out well. Succeed.Net's comprehensive data back-up plan, nightly copies are saved both to a hard drive and to cloud based storage, makes situations like this one much less frightening.

Succeed.Net's service has evolved with our company's needs over the years. When the company was purchased and transitioned to function under new Japanese corporate owners, they hired a service representative who has experience and knowledge of Japanese language and culture to better meet our technological needs. This help has been extremely valuable and appreciated.

Corporate complexities continue to be a challenge, but Succeed.Net's superior service and extensive knowledge provide a reliable and consistently helpful ally. I would highly recommend Succeed.Net to any company seeking technical support, solutions and guidance. They've come through time and again with professionalism and attentiveness. Many IT companies and even internal teams I've worked with do not excel at listening. Succeed.Net's staff are consistently good listeners and address the issues that come up rather than blowing past the requestor with solutions that don't resolve the real problems.

Dale from Succeed.Net is, by far, the best IT person I've ever worked with. I'm happy to offer this recommendation for their stellar service over the years.

Karin Fisk
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