

PORTLAND POLICE BUREAU  
**SUNSHINE**  
**DIVISION**  
HELPING FAMILIES SINCE 1923

October 21, 2008

RE: Recommendation for Compass Computing Group, Inc.

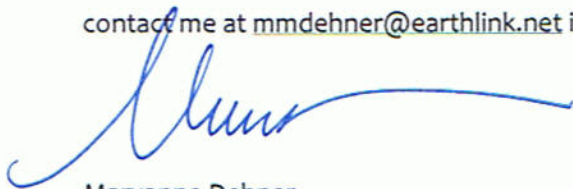
To Whom It May Concern:

The Sunshine Division is a nonprofit emergency food relief agency. We manage an inventory of 1.25 million pounds of food that constantly moves into and out of our warehouse. At the same time, we assist more than 400 families directly each month with emergency services. We are experts at providing these services efficiently and compassionately to the community.

We are not however, experts at creating, refining, tweaking, and fixing inventory and client management databases. Luckily, we found experts in that area—Compass Computing! When I came to the Sunshine Division in February of 2007, our inventory and client tracking system was inadequate and flawed. Compass came on the scene and assessed our system, identified several defects and then fixed them. Through this process, they learned the ins and outs of our business and devised a plan to streamline our processes and enhance our efficiency. They made recommendations and provided a clear roadmap for making the needed changes. The system upgrades enable us to provide accurate reports for our donors and auditors.

But, that is all the “technical stuff”—suffice to say, we are 100% satisfied with CCGI’s technical abilities. What really makes Compass Computing stand out in their field is their amazingly friendly and thoughtful approach to customer service. Being in an organization that prides itself on compassionate customer service, I have extremely high standards and expectations. I expect my staff to uphold the highest standards for client services and am happily impressed when our vendors embrace the same values. When we are having a technical difficulty, Compass quickly responds. In fact, Compass staffers are on site so often that we consider them full-fledged staff members.

Therefore, without hesitation or reservations, I recommend Compass Computing. Please feel free to contact me at [mmdehner@earthlink.net](mailto:mmdehner@earthlink.net) if you have questions or need additional information.



Maryanne Dehner  
Director of Operations