

*State of the Art Periodontics and Dental Implant Solutions*

November 27, 2013

To Whom It May Concern:

I am the owner of a solo dental specialty practice that relies on a solid computer network to efficiently run my business. Computers and automated systems are used in every aspect of the practice including management of patient data, correspondence, digital xray systems, email and word processing. Kokua Technologies and its predecessor, Graphical Interface, has been my information technology team since 2009. Initially, I called upon them for "on-demand" troubleshooting and support when a problem occurred with a computer or our network. The service was excellent.

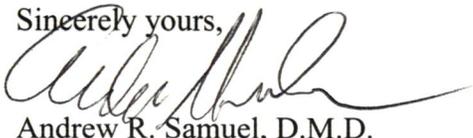
In 2012, I enlisted Kokua to perform a major upgrade on my network. This included installation of a new server, backup system, firewall, new workstations and software upgrades. To me, a layperson, this was a daunting task. I was very concerned about loss of critical patient data and potential disruption to my practice during the transition from the old system to new one. Everyone at Kokua, from the owners of the company to the techs, was there every step of the way. They truly understood my needs. They coordinated the analysis of my current system and recommended reliable, cost effective hardware to carry my practice into the future. Kokua facilitated the purchase and configuration of the new hardware, and scheduled the installation and transition, so that there was no disruption to patient care.

I also use Kokua for ongoing maintenance and network support. I am most impressed by the knowledge of the techs in the company. They are available all the time and they are usually able to diagnose and fix a problem quickly. Most of the time, remote support is all that is needed. This minimizes the need for onsite support, saving network downtime and more importantly, money.

I highly recommend Kokua Technologies. Their excellent technical knowledge, fair billing practices and superb customer service make them my continued choice for my practice's technology needs.

Please feel free to contact me at (732) 517-9800 if you have any further questions about my experience with Kokua Technologies.

Sincerely yours,



Andrew R. Samuel, D.M.D.