



“Smart Business for Small Business”®

November 28, 2017

To Whom It May Concern:

Please allow this letter to serve as an acknowledgment of the type of business owner and IT expertise of Jeff Platt, Kokua Technologies.

While Jeff handles my personal IT business needs, we had an “emergency” in my 90-year-old fathers mind. He uses his computer, I-pad and e-book on a daily basis. Dad’s computer crashed on a Friday around 11 am. I called Jeff and he was in an appointment so I left a message and called his office. Stephanie understood that Dad was serious about how important this was to him. With the Techs in the field handling “real” emergencies, Stephanie was still able to have a Tech come to Dad’s house to repair the computer at 3 pm. It sure sounded wonderful to me, except that Dad goes to dinner at 4 pm. I was unsure that would be enough time for the Tech to fix whatever the problem was, so I scheduled it for 8:30 am on Monday. When Jeff called me back, I explained that it was not an emergency and that we were scheduled for Monday. Jeff said, “give me the address, I am on my way”!! Needless to say, Dad was thrilled and loved Jeff. Jeff spent hours cleaning up his old computer and getting rid of programs that he accidently downloaded.

Who does that, Jeff does!! He is a business owner you can count on to help when you have an IT need. He has the expertise and his pricing is beyond fair, billing in 10-minute increments.

I would highly recommend you spend some time with Jeff. You will be amazed.

If you have any questions, please contact me on my cell phone at 215.630.9370.

Sincerely,


Lauren L. Flounders
Agent