

GROUT FAMILY DENTISTRY, PC

A family tradition of beautiful, healthy smiles

RONALD W. GROUT, DDS
JEFFREY B. GROUT, DDS

Members: American
Dental Association,
Colorado Dental
Association, Metro
Denver Dental Society,
Arapahoe County
Dental Society

Voluntary Services:
American Red Cross,
9 Health Fair, Denver
Rescue Mission

***Comprehensive
general &
aesthetic
dentistry:***

Thorough oral exams
Gentle ultrasonic
cleanings
In-office & at-home
whitening
Tooth-colored fillings
Natural-looking crowns
& bridges
Porcelain veneers
Pediatric dentistry
Dental implants
Dentures & partials
TMJ diagnosis
& treatment
Root canals

***Caring &
convenience
from our family
to yours:***

More than three
decades of excellence
Father & son dentists
Friendly, caring
& capable staff
Patient-focused care
& superb service
State-of-the-art
methods &
equipment
On-time care
Early morning
& lunchtime
appointments
Insurance accepted
& filed for you
Major credit cards
welcome
Interest-free
payment plans
After-hours care for
emergencies
Free & convenient
parking

August 4, 2008

To Whom It May Concern:

CSI Colorado, LLC, with Rick Rogers as the contact to our dental office, has provided computer hardware and software support over the past six years. We have been very pleased with Rick's professional demeanor, his knowledge of our Dentrix dental practice system and his expertise in "trouble-shooting" any support issues we've experienced.

To be more specific, Rick and the company, in general, have provided us with professional service that we can count on when we need it. This company stands behind their commitment to provide timely response, providing same-day service for any immediate problems we may have experienced. We have a fully integrated network system, including two home sites that are fully connected to the office files 24/7. This team of computer "problem solvers" work together to provide superb service when we need it, not when it is convenient for them! They also are highly competitive with their fees, making them a highly cost-effective choice as well. They understand the needs of dental offices and they are responsive when computer support is needed. We have complete confidence in their ability to assist us with whatever computer needs we may have. We have been in business in the Denver area since 1972 and we have used computer support services since the early 1980's.

Few companies in today's highly competitive marketplace achieve the ethical standards of CSI, the integrity of "going the extra mile" on behalf of their customer or cutting needless costs while providing quality service. One of the reasons this company can provide these highly sought after services is because they all have a stake in the ownership of the company.

We first had a business relationship with this dynamic team when we used the services of Eclipse, the company they were previously employed with. When that company suddenly ceased operations, through no fault of their employees, we used another competitor in order to utilize the money we had prepaid to Eclipse. However, we became quite dissatisfied with the lack of timely response to our needs and haphazard support of our software, not to mention the lack of cost effective alternatives provided.

We personally know and have used all three providers of CSI for many years, including Andy Hendreschke, Dan Benson and Rick Rogers. When we discovered they had formed their own computer support company, we were very pleased and happy to be able to work with them again!

We feel that this company would be an excellent candidate for being a defined computer vendor for the Colorado Dental Association. We can, with confidence, recommend this company to you for your consideration. For more information or questions, please feel free to contact us.

Most Sincerely,

Jeffrey B. Grout, DDS and
Ronald W. Grout, DDS
Grout Family Dentistry