

My satisfaction with the excellent service offered by Trident Technology Solutions is based on my experience working with Tad Kuvik, formerly of Global Link, to set up the cabling structure at several new medical clinic locations in Chapel Hill for the UNC Health Care System. I began working with Tad in 2003, when the construction manager for the UNC Hospitals Heart Center at Meadowmont recommended Global Link as the cabling vendor for this project. In addition to being knowledgeable, responsive and professional, Tad was quick to learn the specific requirements of working within the IT framework of our complex organization. His patience with my questions and his thorough explanations gave me confidence that the cabling would meet our specifications and integrate with our network design.

Based on working with Tad on the Heart Center project, I contacted him when we began working on the UNC Hospitals Endoscopy Center in the same building. The medical equipment used for the procedures in the Endoscopy Center increased the technical and regulatory complexity of the cabling structure. Tad interfaced with the equipment vendors to coordinate his work with the installations and rigorous inspections to insure that all regulatory requirements were in place on time, even when changes came up at the last minute.

As a result of these two projects in Meadowmont, I did not hesitate to call Tad again when we began construction of the UNC Dermatology Center at Southern Village in Chapel Hill. At that time, I learned that Global Link had become a partner in Trident Technology Solutions. My expectations for the level of service and response under the new company structure have been met and exceeded at the Dermatology Center. As a result, we are working again with Trident to do the cabling for a new ENT Clinic in Durham and are off to another smooth start.

Trident Technology Solutions is fortunate to have acquired the resources of Global Link as a foundation for the cabling services it provides. I look forward to working with your company again in the future and am happy to recommend your services to others.

Sincerely,

Nancy Parker  
Network Development Specialist  
UNC Health Care System