

DRS. PILDES AND PIERCE, S.C.

For the care of women



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Re: testimonial for Rivers Computers

Dear Rivers Computers (Bob Rivers, President and his most excellent staff):

I am writing to let you know how grateful I am that I have been able to work with you all and your company since 1985. No one I know who is a physician or support staff at the hospital can believe I still use the same company for over 25 years.

I believe in loyalty to a really good company that provides a service, does it extremely well, and supports the product afterward with unparalleled support in the industry. I am a fairly computer literate physician in a busy ob/gyne practice and use Panacea to its fullest extent available.

I have been one of the major beta testers for Rivers Computers for new ideas in office management software and hardware for many years. Rivers Computers is always willing to listen to new ideas, but also reminds me that I don't want to be

to customized, or it would be more difficult to support. The company that says the can do everything you want, very rarely does so.

I also find the combination of both software and hardware sales and support is the best I have ever found in my business of over 30 years running a busy ob/gyne practice. If there is ever a problem, they solve it. Weekends, nights, they solve it and charge reasonably to do so. I have dealt with many other systems (EPIC, Meditech, Medisoft, etc). My friends get a reply to their problem in days or weeks. I get a reply in minutes and solutions within hours many times. NO other company does this, not even APPLE.

This company is so personable, that they never try to upsell me on equipment or software. I actually have to call them sometimes telling them that "I have the need for speed", please sell me some new equipment. They are always fair and equitable and I have never had a dispute with them over the past 25 years.

I use Windows 7 in the office and also use a Mac Book Air with a Parallels virtual machine of Windows 7 for personal and private use and it interfaces with my office system very well. I also carry my Mac Book Air 13" in the hospital and use it for notes in labor and delivery and on the floor when I make rounds on patients and the patients are amazed that I am up to date and able to document their questions and answers and make their stay run smoothly.

Usually, when this amount of praise is given, it is too good to be true. In this case, it is true. My email and cell phone are in this letter and anyone who wishes to verify my happiness with this company can email me or call me anytime (pretty much the same as the support this company provides to me). This is the ONLY company I give this access to me for my opinion for any new potential clients. I value them that much.

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