



Your Ref:

Our Ref:

AIB:rlm

9 July 2013

The Manager  
Leap Legal Software

Dear Sir or Madam,

**RE: RAPID IT SOLUTIONS**

We understand that Rapid IT Solutions have become or are soon to become Leap Certified IT Partners.

This is good news for us as Scott Douglass of Rapid IT Solutions has been providing IT support to O'Shea & Dyer for a considerable number of years. This has extended to troubleshooting type services as required as well as upgrades of hardware including server upgrades, software installation and maintenance and other support to suit our office requirements. Recently we upgraded to Leap and Scott's service has been invaluable in assisting us with teething problems regarding these systems.

Scott Douglass of Rapid IT Solutions continues to provide us with fast and reliable support services in every respect and he has proven himself to be a skilled and dedicated professional. With respect to system glitches, his efficiency means any downtime is kept to an absolute minimum. Scott's efficient management of our systems correspondingly improves the efficiency of our business which is greatly appreciated.

Scott's expertise and personal attention to detail makes it a simple matter for us to provide for him this endorsement in the most positive terms. Rapid IT Solutions (Scott Douglass) is highly recommended.

Yours faithfully,  
**O'SHEA & DYER,**

**IVAN BAXTER**

Direct email: [robyn.mullins@osheadyer.com.au](mailto:robyn.mullins@osheadyer.com.au)

Encl: