



Dear David,

VHA's IT infrastructure is among the most critical systems in the company. Reliable Response Notification has been instrumental in ensuring a consistent level of service for our company and our customers. Escalation and notification via SMTP makes integration with Nagios simple in comparison with other non-standard fat client configurations. We now have renewed faith that critical issues will be taken care of, and with a smaller number of notifications hitting our pagers. The bi-directional Nagios integration allows all of our staff to know exactly who is working on what issue, instantly and easily. We also use RR with our ticketing system (Magic) and our enterprise scheduling system (UC4) as well as direct request for emergency support. It's truly been a godsend.

Reliable Response support has been quick and easy to work with. Working through the few issues we did have with our initial setup was more like troubleshooting with a coworker other than a faceless company. It's refreshing to get that level of service in today's climate. We really appreciate it!!

Christopher Carmichael
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