



## EL PASO COUNTY DEPARTMENT OF HEALTH AND ENVIRONMENT

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August 30, 2008

To Whom It Concerns,

I'm writing in reference to the excellent services that DigiClips has and continues to provide my employer, the El Paso County Department of Health and Environment in Colorado Springs, CO. I had the pleasure of working with DigiClips in my former role at Memorial Health System, also in Colorado Springs, and immediately pursued their services upon arriving at the Health Department in July of 2006. Paula, and the entire DigiClips team have consistently met and exceeded our expectations and those spelled out in their service agreement. We have been so pleased with their services that we recently extended our media-monitoring contract for another six months.

I personally appreciate the professionalism, flexibility, availability and timely response from the DigiClips staff. Their approach to customer service is refreshing—namely, do whatever it takes to please the client and meet their objectives. DigiClips' TV news tracking and reporting services have been invaluable to our department in terms of putting a real value on our media relations efforts. We have adopted their TV news reports—sent daily via e-mail—into our monthly accountability reports. Our Board of Health and executive team really appreciate this added insight—especially as it pertains to return on investment, given our Department's limited financial and human resources.

I enthusiastically recommend DigiClips professional monitoring and reporting services to any organization that wants to earnestly capture and validate its media activities.

Sincerely,

Bradd Hafer

Communication Specialist, El Paso County Department of Health & Environment