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Dear Lexacom,

Having recently made a successful switch to your digital dictation software, I just thought I'd drop you a quick line to let you know how we're getting on and to highlight the differences the software has made within our practice.

As a practice manager, you want to be sure that any new system that's introduced is always painlessly implemented and well received by your staff. That's definitely been the case with Lexacom.

When our analogue dictation system reached the end of its life a few months ago, we decided that a digital system would be a good replacement. However, I was a bit skeptical in the first instance as all of the marketing literature I had seen sounded too good to be true.

Although I regularly receive lots of letters and brochures from various digital dictation suppliers that are out there, one of our doctors told me he had used your software at another site and loved it. After doing a bit of research on your website and reading some of your case studies, I was immediately attracted to your offering.

The fact that your software has been developed by GPs for GPs and has been tailored for use in a typical, British GP practice told me that your software would meet our requirements perfectly. That gave me the confidence I needed to take things further and sign up for a free 30-day trial.

Everyone was really impressed with your software from the outset and we had no hesitation in taking it full-time. The doctors and secretaries tell me that the software is really easy to use and I know it fitted seamlessly into our existing IT set up.

One of our senior GPs always used to write her letters by hand and wouldn't even entertain the idea of using the old analogue dictation system because she only trusted a pen and paper. But now that Lexacom is with us, I'm pleased to say that she's using your software 100% of the time. For me, that's a big turnaround.

We've already noticed we can turn documents around much quicker than before and the software generally helps to make life easier in the practice.

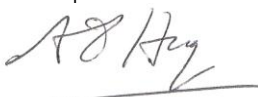
I would also like to congratulate you on your pre- and post-purchase support. Gillian continues to be extremely helpful in her dealings with us and we haven't had any major problems. We have used your telephone support line a couple of times to ask questions and your staff have always been very helpful.

We are aware of the technical developments that you have just around the corner and we're very happy to be working with a digital dictation partner that is clearly looking to the future. We are always keen to look at new initiatives that will make the practice more efficient.

In closing, I would have no hesitation in recommending Lexacom to other GP practices and please feel free to use this letter on your website or to show to other practices that may be interested in your software.

Kind regards,

Abidah Haq



Practice Manager

The Abbotsbury Practice.