

March 9 , 2015.

Mr. Charles Brassard
Laubress Inc.

Subject : Appreciation for exceptional collaboration

Mr. Brassard,

For several months, we have had the opportunity to collaborate on the development of UMT Flow as a tool to more efficiently manage the initiation and delegation of hygiene and sanitation tasks within hospital centers.

At this time, we would like to express our sincere satisfaction with Laubress on this innovative project. Because of the support and assistance of your staff, our project came to life and we were able to start using the software last November.

On numerous occasions we called your technical support team and each time they were able to clearly understand our needs and respond with minimal delays.

Once again Mr. Brassard, we thank you for listening and for the excellent support from your team. We are convinced that this software improves the quality of customer service at CSSS Richelieu-Yamaska.



France Le Blond
Directrice des services d'hôtellerie
et de nutrition Clinique