



**JONSSON WORKWEAR** (PTY) LTD  
892 Umgeni Road, Durban, 4001  
P.O. Box 1144, Durban, 4000, South Africa  
TEL: +27 31 314 4000 FAX: +27 31 303 4111  
www.jonssonworkwear.com

22<sup>nd</sup> October 2015  
892 Umgeni Road  
Durban  
4001

To whom it may concern:

DATASCOPE have spent a large amount of time learning our business needs, and becoming au fait with the different obstacles that our business faces, making the resolution of these quicker.

They have systems in place that make logging a call stress-free, and is easy to use. The help desk is looked after by a multitude of people, who are resourceful and have a wealth of knowledge in their fields, making for streamlined feedback. Their logging platform also stores the history and resolution of any calls logged, so that the solution can be used to assist the solving of any repeated obstacles that might arise within our business.

DATASCOPE can be proud of their customer service team, as they have polite and helpful employees who are always willing to help, and often go the extra mile. This case in point is when we have had critical situations, where we have needed high level DATASCOPE assistance, and they have worked until the early hours of the morning to assist us.

DATASCOPE has also introduced our business to superior reporting platforms, like SSRS, that have become an integral part of our business, and a tool that we can't imagine working without.

They are a business that strives to continually be better, and have worked through any reproaches we might have had with them head on, making them a company that we have built a great working relationship with and hope to do so for many years to come.

Best regards

Debbie Constant