



Advance Flooring Inc.

10900 - 46th Street SE

Calgary, AB T2C 1G4

Dear Matt,

Global Edge understands that even the best internal IT Teams need support from time to time.

Your dedicated IT staff are a major part of our day to day operations. In providing daily end user, server and network support to our business we have noticed an increase in productivity since the Global Edge Team has come onboard with our IT Lead in the Winnipeg office. The Global Edge Co-Managed IT Services fill in the gaps by providing just the amount of support that we need and has allowed our internal IT staff to focus time on IT Projects and/or enjoy vacation time.

Some benefits we have noticed by utilizing the Global Edge Co-Managed IT Services include:

- Global Edge will only provide support when a request is passed on from our IT Department.
- Our In-House IT Technician can invest more time in mission critical IT Projects while Global Edge provides first line support services to end users.
- They scale with our business. As we grow, Global Edge continues providing the same level of excellent IT service.
- Global Edge has a very flexible pricing structure with monthly billing and contracts.
- Global Edge allows our internal IT staff to work with, and learn from, industry peers at Global Edge and vice versa.
- They are a highly professional team who knows our IT systems and infrastructure and can respond to our requests on short notice. Global Edge documents everything, so we are never left completely dependent on one individual staff member.
- They provide Managed Services 24/7/365 so that our IT staff and working with the Global Edge Team can be proactive instead reactive when IT issues arise.

Global Edge has very knowledgeable technicians who have provided Advance Flooring with ongoing suggestions for improving our network infrastructure. Their quick response to our requirements and needs allows us to keep our business running smoothly and efficiently.

I would highly recommend Global Edge to anyone looking for a superior IT Support Company.

Sincerely,

A handwritten signature in black ink, appearing to read "Theresa J. Lea".

Theresa J. Lea, CMA