

19 November 2015

To whom it may concern,

Sacré Cœur first became aware of D.I.B. in 2006 when the school was looking to roll-out data projectors into its Science labs. I sourced the thoughts and opinions of other independent schools and found that the feedback I was getting about D.I.B. was very favourable. After the first batch of projectors was installed (at great prices and with fantastic after-sales support), it seemed a simple decision to keep the relationship going, as Sacré Cœur continued its roll-out of data projectors across the school. It has been because of this experience that Sacré Cœur has continued to use D.I.B. as its preferred AV provider.

Aside from the ongoing maintenance of Sacré Cœur's AV resources school-wide, 2015 saw the installation of replacement data projectors in two of the school's Primary classrooms. In addition to this work, a SMART Board and data projector which were originally mounted on a trolley were mounted permanently on a wall in the Secondary school. Finally, an LED display panel (plus speakers and a Joey control panel) was installed in Sacré Cœur's Gym.

With these installations, I would like to commend the following D.I.B. staff for their work;

Sam (D.I.B. consultant), who is adept at presenting low-cost solutions to these sometimes tricky installations. One of the things I appreciate most about Sam is that he knows the school and its expectations. He is always happy to review and adjust a quote to ensure that it meets Sacré Cœur's needs.

On the above-mentioned installations, Production Manager Mel did a fantastic job in working the installation schedule around Sacré Cœur's needs. Being a school, access time to classrooms at Sacré Cœur is largely limited to school holidays. Despite the fact that term breaks are often the busiest times for D.I.B., Mel worked the school in and the two of us were able to juggle schedules to ensure that they worked for both parties.

Andy (D.I.B. technician) did a very good job with the installations. They were neat and everything worked as promised. He was a pleasure with which to work.

As mentioned earlier, Sacré Cœur has been using D.I.B. Audio Visual for ongoing AV maintenance. Service Manager, Sina, has been incredibly patient and efficient. When service enquiries are submitted online, responses from him are forthcoming very quickly and Sina does his best to schedule service calls within a very short timeframe. This is most appreciated by Sacré Cœur, as downtime on technology means a classroom that is not serving its staff and students. Sina's communication is excellent and he always keeps me updated as to the status of service calls and equipment repairs.

Regards,

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