



Rhode Island Advocacy for Children

Linda Michaels
VS Tracking
P.O. Box 2933
Durango, CO 81302

Dear Linda:

I wanted to take a moment to thank you for your assistance, not only for contacting us to introduce your software, but also for your help in getting us set up so that we could seamlessly utilize it in our organization.

Your victim service tracking software has made a great impact on the way we track and handle our client cases. In the past, we went through two other case management systems that seemed plagued with software glitches, difficult for our advocates to use, time-consuming to get the correct reporting data and had been extremely expensive to maintain with all the extra fees that came with every call for support we made.

Your technical service, particularly, Randy and Frank's knowledge and accessibility to promptly answer any of our questions was invaluable! Your team at VS Tracking is very customer focused and I can not tell you how much I appreciate this. The cost-free upgrades, the knowledge that you are listening to my needs, and subsequently turning it into action by delivering us what we needed to be effective, is extremely refreshing and rare amongst the case management companies we used and/or considered before contracting with you.

You have my permission to share this letter and, of course, I would be happy to share with other agencies considering VS Tracking software my thoughts and concrete examples how it has allowed us to do our jobs faster and more effectively, ensuring that all our clients have the support and assistance they need.

Again, thank you for all your help. Your company has certainly made a difference to our organization!

Very truly yours,

Joanna Scocchi
Executive Director

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