



## Greater Lakes Mental Healthcare

YOUR CONNECTION TO SUCCESSFUL LIVING

Emergency Services  
Adult & Elder Services  
Child & Family Counseling  
Community Education &  
Training Brief Therapy  
Services  
School & Contract Services

October 12, 2000

RE: The Resource Group

Two years ago, Greater Lakes Mental Healthcare made the decision to convert our computer systems to an NT system. As a result, we went shopping for new financial software. As news of our pending conversion circulated, we were invited to an introductory Great Plains training by The Resource Group. We were impressed with the software and the company, and decided to proceed with both of them.

We have never regretted that decision. Great Plains has been a good system for us, but our satisfaction is due in large part to the efforts, support and professionalism of The Resource Group. Our initial conversion went smoothly and accurately. When necessary, The Resource Group assisted with alternate methods and/or customizing. Greater Lakes staff received training before we went live, and our multitude of questions was quickly answered (including my own personal deluge of "why's").

That same level of support and response continues today. I have always felt comfortable contacting The Resource Group with any questions or issues that we encounter. We can be confident in receiving a quick response, and any problems we present are resolved. Jim Morgan especially has been helpful and responsive as well as patient while helping us master Great Plains.

Sincerely,

Mary L Herem, CPA  
Finance Director