

**Anthony Cifelli, MD
116 Littleton Road
Morris Plains, NJ 07950**

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Jerry Dempsey, MD
Cadusys Professional Voice Messaging, Inc.
75 Shaw Lane
Ft. Thomas, KY 41075


Dear Jerry,

I am writing to commend you on your Cadusys Professional Voice Messaging service. Over the past several years I have used a number of different answering services and voice messaging systems. None were fully satisfactory; my office experienced loss of messages, system outages, and inability to reach support staff during outages or even to get answers to routine questions. One firm went out of business and transferred us to the new owners without prior notification, even though the new business could not meet our needs. It was this last case that prompted our search for new and better support.

Finding Cadusys Professional Voice Messaging was the answer. You worked with my staff to determine our specific messaging and mailbox needs and designed a solution to suit our busy two-doctor practice. This alone gave us a comfort level we hadn't had before, especially when the implementation went off without a hitch. In the more than two years that we have been relying on your service, we have never had a system outage; any occasional minor issues have always been resolved promptly. As a medical professional yourself, you clearly understand criticality and the need for prompt response to problems. My staff has always had the highest praise for your accessibility, pleasant attitude, and the quality of your support. The flexibility to manage changes through the website is also a plus, as it allows me to switch covering doctors when away from the office.

I would wholeheartedly recommend Cadusys Professional Voice Messaging to any medical practice.

Very truly yours,



Anthony B. Cifelli, MD

ABC/mcs