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Happy New Year! As we gear up for 2009, I'm reaching out to clients of IDSI to share a few key things:

- First and foremost, I wanted to express our sincere appreciation for your business and our relationship;
- Second, you'll see a brief update on IDSI and the critical services we're providing to members of our business community;
- And third, please expect a phone call within the next week from Ryan Loro (my son), who joined the business last year as a link to our clients, as well as in a business development role.

Our Purpose

Next year, IDSI will celebrate its 20th anniversary. While we're proud of how we've performed over the years, our longevity and success are attributable to our customers and the relationships we've forged.

Like any successful business, we've evolved over time. Yes, we have a new logo—but what's more important is how we've expanded our service offerings. On the other hand, unlike most companies in this complicated era, our team and our focus have remained remarkably stable.

We exist to help companies like yours utilize and manage their technology to make them as efficient as possible. More specifically though, we've worked hard to boil down all of what we do for businesses into **three vital functions**:

- 1 **"On-demand" IT support** for organizations with limited or over-extended internal talent;
- 2 **Enterprise workflow applications** that automate and integrate accounting, distribution, and manufacturing; and
- 3 **Telephony & network infrastructure services**, ranging from Voice over IP (VoIP), to competitively priced TIs for voice and data, to critical network security.

Your Technology, Our Obsession

Our job is to remove the anxiety and frustration often associated with your hardware, software, and systems. And a lot of times, we can do that and streamline your costs at the same time.

Relationships & Records

So in the interest of keeping up a productive business relationship with your organization, we'd like your help in making sure your account information is up-to-date.

Ryan is spearheading this effort as part of his mission to help IDSI grow by improving our ability to deliver exceptional, one-on-one technical expertise to clients. He'll be calling your office in a few days to verify some key contact information; it should only take about five minutes to confirm/update our files.

In addition to fine-tuning our database, Ryan will make himself available to discuss any technology-related questions or initiatives you may have. Of course, Tony, Pat, Peggy, myself, and our great partners will also continue to be at your disposal—always just a phone call or email away.

Before I close, a quick note about privacy, since it's an issue that all of us must take seriously in both our personal and professional lives: IDSI believes in handling all data relative to clients with absolute respect and care. We will certainly never sell or divulge any client-specific information to any third party.

Our goal is to encourage a healthy dialogue with clients that have entrusted us with enhancing how they utilize technology in their businesses.

In Conclusion

While we can say that 2008 was extraordinary in many ways, some positive and some challenging, I hope 2009 brings new opportunities and rewards.

We take great pride in knowing virtually everything there is to know about computers, networks, and programs—and what businesspeople expect of them every day. So as your organization prepares for the new year, if you have any questions about your systems and technology, we'd see it as a privilege to serve as a resource for you.

With appreciation,

A. Vincent Loro
Founder & President

P.S. When you have a minute, please check out our new web site: www.idsi-pa.com

Enclosure