

**BURKINSHAW LAW OFFICES**

**291 Main Street**

**Milford, Massachusetts 01757**

**Telephone (508) 478-7800**

**Facsimile (508) 478-7879**

October 25, 2005

To whom it may concern:

Re: CaseTracker123 Collection Software

My office has been using the CaseTracker123 system for over a year. We looked at several systems before choosing this one and the feature that drew us to this one was the ability to access a secure system from remote locations over the Internet. I can access the system when I am traveling and work in the same manner as if I was sitting at my desk in my office.

We have found the system to be reliable and the program interface easy to use. Within a few hours of opening our account, my staff and I were entering new cases and working them. The program screens present case information in an easily accessible and useable format.

The most important benefit to my practice, though, is the level of support and personal attention that my account receives from the technical staff at CaseTracker123. Phone calls and email messages are promptly returned, questions are answered and program changes and updates occur quickly and seamlessly. Because the program is stored on their servers, I don't have to download updates or wait for the company or my computer consultant to come to my office and install an update every time there is a change in the program. It allows us to be much more fluid in our management of the program and add new features and forms easily and seamlessly. At the same time, I can backup my data locally.

I would heartily recommend to anyone considering a new collection software system that they talk to Tom Steed and give CaseTracker123 a test run.



Matthew J. Burkinshaw  
Burkinshaw Law Offices