

# ATTACHMENT 2

**Reference Check  
EDMS**

	<b>Contact #1</b> 714-754-5154 Steve Ely IT Manager City of Costa Mesa	<b>Contact #2</b> 949-644-3091 Avery Magliniti IT Manager City of Newport Beach	<b>Contact #3</b> 949-425-2593 Isaac Aziz IT Manager City of Aliso Viejo
<b>Questions</b>	<b>Response</b>	<b>Response</b>	<b>Response</b>
How would you rate the quality of software? 1-5: 1 Poor, 2 Ok, 3 Good, 4 Very Good, 5 Excellent	5	5	5 - Software works great no complaints.
How would you rate the quality of support and customer service? 1-5: 1 Poor, 2 Ok, 3 Good, 4 Very Good, 5 Excellent	4	4 - Customer service is great.	3 - During our implementation in 2017 the quality of support and customer service was great. However, over the past few years the quality of support and customer service has declined due to employee turnover.
How would you rate the quality of implementation process? 1-5: 1 Poor, 2 Ok, 3 Good, 4 Very Good, 5 Excellent	5	5	5
Did the firm meet all deadlines?	Yes, all deadlines were met.	Yes	Yes, all deadlines were met.
Was regular communication satisfactory?	Communication with ECS Imaging was great. They always follow up with any questions we may have and even offered suggestions on how to better utilize the software.	Yes, communication with ECS was fantastic. We always receive a response regarding any question we may have.	Yes, communication with ECS imaging was great.
Would you consider using this firm for future projects/services	Yes, currently working with ECS on another project.	Yes	Yes, they offer a great product. Would definitely consider using them again for future projects/services.
Do you use the Amazon Vault product offered by Laserfiche? If not, do you keep a WORM drive in house?	Data is stored both in-house and on the cloud.	Data is stored internally on City server	All data is stored on the cloud through Laserfiche
Do you have any additional comments or information regarding your experience with the firm?	Their training program is excellent. They encourage people to take their Laserfiche classes.	Their programs are able to integrate with other systems and they will do whatever it takes to get the job done.	They are a great company. No complaints.
Additional notes from the conversation	Worked with ECS since 2014.		