



DATE: August 18, 2012

MERGER ANNOUNCEMENT – Welcome ADAM SMITH of My IT Guy!

Hi Everybody,

We have some exciting news and changes to share about Schiller Networks.

As most of you are aware, I have been devoting my time with our web, email and smart phone hosting. My work with the hosting services will be expanding over the next year, with my staff's continued support. Steve has been managing the computer services for me in the past year, which has increased Steve's work load and made service in a timely manner very difficult at times. During this transition we have been looking for a permanent solution to improve our service by finding the right I.T. person that suits our style of customer service. It has been very difficult but I can confidently say that now, after exploring many options, I found a solution I truly believe will benefit all of us.

As of August 20th, Schiller Networks will be merging with Adam Smith of My IT Guy. Adam brings with him a few I.T. people with excellent Technical knowledge. His business and ideas of customer service is identical to ours in many ways so it should be a good fit. Adam will be running the show from here on, along with our team, Steve, Gordana and Jason staying on board. Keeping existing staff members is essential. Steve knows many of your IT needs and will be there to help Adam get to know you and continue to provide the service all of you need and expect. Gordana will continue as an office contact and will continue to provide support and software renewals. She monitors many of your needs to insure no one runs into any licensing issues with your associated Software. Jason, who is our programmer and performs remote server maintenance as noted on your monthly reports, will also be moving over to help take care of remote daily maintenance and will be consulting on larger projects as well as being available for emergencies.

What all of this means for you:

1. Improved response time and support.
2. Reduced down time.
3. More knowledge resources for problem solving & larger projects.
4. **New Contact person: Adam Smith of My IT Guy**
5. **New Telephone # to call for service & support: 519-496-6463 or email adam@myitguy.ca**

As I continue my new ventures, I will remain available for questions during this transition. Thank you all very much for supporting us over the years. We are all very excited to have Adam and his team join with ours to be able to continue providing the best customer service you all deserve.

Yours Truly,

Tom Schiller
and the Schiller Networks Team