



607 East Michigan Avenue • Lansing, Michigan 48912 • (517) 485-0145 • www.lcrm.org

May 27, 2010

To whom it may concern:

PCS has faithfully serviced the telephone system needs of the City Rescue Mission of Lansing.

PCS provided high quality AVAYA telephone systems to replace the outdated telephone system at our Michigan Avenue center; then we requested them to help us find a quality system for our newly renovated Maplewood Center. They worked hard to find a system that would meet all the needs of this facility, but what we appreciate most is that the sales person from PCS (Amie Brown) went to the owner of PCS and had her entire commission donated to the City Rescue Mission of Lansing! This made the price very affordable, which is important for any non-profit.

Our new Maplewood Center on Cedar Street in Lansing has been a work in progress, based upon donations and funding. PCS created a payment plan, has worked around our construction schedule, and is committed to helping us get our new facility fully functional. The phone system routes calls like we need, restricts phones from dialing on a "time schedule," makes it easy for our callers to get who they need, provides voicemail to email, and more. They provided pre-training for our staff, and PCS staff came to the center on our "start date," for follow-up training and to make sure everything went smoothly for our staff. There was no extra cost for this service.

PCS listened and supports our efforts to serve the community. We support PCS.

Sincerely,

Cheryl Motter
Office Manager
City Rescue Mission of Lansing

Meeting physical needs to bring those with spiritual needs to Jesus Christ