



**The
Wynford
Group**

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PROPERTY MANAGEMENT SERVICES

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To Whom It May Concern:

RE: The Jacobs Group Yardi Support

The Wynford Group has used the services of Chris Jacobs and his team since 2008 when we upgraded from Yardi Advantage to Voyager. During that conversion his help was invaluable and we recognized the benefits that Chris could bring to our group. Benefits that are due to both his clear understanding of property management in Canada and his extensive knowledge of Yardi.

Since that time we have continued to use the services of TJG for various projects. They have written custom reports, and helped trouble shoot numerous issues. Chris also came to Vancouver for a week a few years ago to do additional department training with our employees. At that time the goal had been to ensure that we were taking advantage of the various features within Yardi to help streamline our own systems. The week was well spent and all of our employees benefitted from the training and we have continued to implement other recommendations.

We are currently investigating the benefits of upgrading to the next Voyager version and plan to consider contracting TJG to help with all parts of that upgrade. Therefore having TJG as our consultant and having access to all of Yardi's resources and knowledge centres would be key to a successful upgrade. Their ability to access Yardi Client Central, enter support tickets on our behalf and work with Yardi personal on specific technical tasks and applications that effect our industry is critically important to us.

We value our long-term relationship with TJG and hope to continue it in the future.

Please feel free to contact the writer should you have any questions.

Yours truly,

THE WYNFORD GROUP

Elaine Wallace
Systems / Senior Manager