

# Harris Golf

*Development. Construction. Management.*

17 June 2015

Dear Tim,

I wanted to drop you a quick note to thank you for the work you've done and the technology you've provided through your services at eMarketing Solutions.

We've been working with you since 2011—this is now our fifth year. I can honestly say that your company and the Reliant e-mail system have become an integral part of any marketing campaign that we launch. We use a smaller e-mail platform for our Membership and local mailings, but it's our "big" list that we trust you to help us with. Thanks to you and your help, that list has grown to nearly a million e-mail addresses—which is frankly too many contacts for any other company we've worked with to manage effectively. Working at high volume across a national geography seems to be your specialty, though.

Your entire organization is highly professional—from Damien (who originally sold us on the service) to you (my main point of contact on nearly everything we do; I'm convinced you run the entire company, even though I know that's the last thing you'd want) to the programmers who occasionally have to jump in to help us out. The longevity of your staff speaks well for the quality of your company.

We are the largest private, locally-owned golf course/golf management company in New England. We have nine golf courses here in Maine, an oceanside function facility and a year-round online golf retail operation that sells continuously. My owner, who has been running the business with his father and brother since the early '90s, is always a skeptic until a vendor proves themselves. All I can tell you is that when we do a campaign, he now asks one question every time: "When does it go out on Reliant?"

We've also had great success with your contact management tools—E-List Pro and Supersonic have both been very effective pieces of software for us. So effective, in fact, that we purchased a second computer work station so that the programs could be 100% optimized and focused on their particular tasks of building our lists and keeping things clean and organized.

It was a good day when we made the leap and began working with you—your products are innovative and your customer service is excellent. I hope you'll use this letter to bring more people into the fold—I am also always available as a reference by phone or e-mail (both included below).

Thanks for everything, Tim!



Matt Barnard  
Marketing Director, Harris Golf  
matt@harrisgolfonline.com