

# WHAT OUR CUSTOMERS ARE SAYING



Metro has provided RBS with outstanding service this year and we thank you for that! The level of professionalism that you handle everything we throw at you is unprecedented. We value the relationship between Metro and RBS. You are a tremendous help to us with whatever projects we have and I thank you for your excellent service! You are always the first one I call when I need something. And the reason for that is that you consistently deliver. Keep up the good work and thank you so much for everything that you do!

Thanks

**Amy Ross**

Manager Workplace Services  
Deputy VP Operations, Division IT & Logistics  
SIX Telekurs USA Inc.



**Michelle Rubin**

Senior Vice President - Information Technology  
RBS Global Banking and Finance



Mark,  
Thank you again for proving why you are our vendor of choice. We appreciate you taking good care of us.



Your Total Technology Resource

Hi Jeffrey-

I'm writing today to tell you about the wonderful service we get from Mark Schwartz! I've been doing procurement for several years and have dealt with every vendor in the US. Mark (and Metro) are truly an outstanding team. I feel Mark is an extension of my team here at UBS Global Asset Management. He does a million different things to make my job so much easier. Congratulations on having the best rep. we've ever had!

**Patricia Conde**

UBS Global Asset Management



**Michael Greenstein**

*Associate Director*

ITI User Services WM & AM

Corporate Technology Services

**Joe Kurry**

Crompton Corporation

Middlebury, CT



I just wanted to let you know that I have begun to work with Mark Schwartz on various product issues for our clients. So far, he has been extremely responsive to my needs. I email him with questions about product and pricing and he gets back to me almost immediately. The information is timely, accurate and helpful.

I would like to thank you for all your support over the years, your dedication, helpfulness and quick responsiveness is rare in today's industry.

Certainly has been a pleasure working with you.



Your Total Technology Resource

I don't do this all the time, but just had to comment about the level of service Mark has provided to us.

Although I don't work with him every day, he has been extremely responsive and helpful in more than one critical situation and I have been almost taken aback on occasion when he has followed up constantly and behaved as if our needs are the most important thing on his plate.

In an age where we can find most anything we need from hundreds of sources...great service does indeed makes all the difference.

Please commend Mark on a job well done.



You probably never get the accolades and praise due to you both, and Metro as a whole. While your services were behind the scenes and outside the daily observations of the people in the program, there was no way that we could have ever completed the WMA DTP rollout of over 22,000 Deployments without the outstanding services that your entire staff provided. There were many times when we were "up against the wall", and due to the diligent efforts of everyone in Metro you delivered.... whether it was PCs shipped from the warehouse to Blue-stone on a Friday afternoon, imaging hundreds of USB drives practically overnight for our many version changes, ordering in cables, memory or whatever we needed at the last minute to keep us moving forward your "magicians" seemed to just make it happen!!!

Everyone from the Warehouse and drivers to the office and support staff should all be commended on their supreme efforts and support for my project, as well as all the other services you provide to UBS. Please let everyone at Metro know how much I appreciate them and the fine work they did for this project. I look forward to working with you and your staff on our upcoming future projects. Metro gets it done!!!!

You may not be aware but the group (Refined Products) of which Petrolia is a part has been sold by Crompton (the sale to be final in a month or so).

If possible I would like to continue a relationship between Metro and the "new" Refined Products.

And thanks for all your previous help - you are a super representative for your company.

Robert Lipnichan  
Crompton Corporation  
Petrolia Plant



John Fox  
 UBS

Mark,  
Thanks for all your help with this order. It is appreciated by myself and the Bank passed along their thanks as well. Metro, once again, has proved they are the go-to vendor of UBS.

You are the only vendor that has checked in! I appreciate this. You always seem to remind us, in the most subtle but effective ways, why you are one of our top vendors!

Melissa – you were awesome and trust me, we'll remember how you got the job done in an emergency situation!

Neila Bombaci  
Resource Management Coordinator  
ESPN Technology Business Operations



Mark,  
Thanks for summarizing this for me.

This program has allowed UBS to save close to \$100,000 since the inception. The cost avoidance we achieved is substantial.

Thank you for your willingness and support provided throughout the year. And thanks to Metro for adding real value and extending to UBS the programs that save money.

John Fox



Diane L. Burdick

*Senior Resource Management Analyst*



Mark quite impressive – See it is good to reach out – I have only been introduced to Metro since supporting our Emerging department, and I have to say without having much knowledge about the company I have been impressed and very pleased with your product availability your follow up in confirming all my orders and supplying me with delivery reports – With my volume I can't tell you what piece of mind you and your company have provided for me – It means a great deal and it is truly appreciated –

Yes the next time you are coming to ESPN please let me know because I would like to thank you in person – Have a great day – Diane