



January 8, 2014

Casey Stone  
Information Technology  
Collin County

Mr. Stone:

I would like to take this opportunity to thank you for your business and let you know how much Cisco appreciates the partnership with Collin County. I have recently been provided the ability to provide Collin County with the following services at zero cost:

- Cisco High Performance Network Analysis – this analysis will identify High Availability leading practices, review network management instrumentation and the processes that are critical to quickly support, and absorb advanced technology solutions. The deliverables and the methodologies have been refined and perfected over a period of eight years as a result of working with more than 600 global organizations and service providers. The estimated price for this analysis is \$120,000.
- Cisco Technical Knowledge Library Subscription for 24 months. The estimated price for this subscription is \$70,000.
- SMARTnet Total Care Data Collector service for 36 months– this software appliance manages network inventory. The estimated price for this service is \$25,000.

Please accept these services as a small token of our appreciation. I am proud to be able to invest in your organization.

Respectfully Yours,

  
Art Ramirez  
Account Manager