

February 18th, 2020

I want to take this opportunity to personally thank you for allowing us to serve your organization. We love serving your company and it is a pleasure to do so. Today is a momentous occasion for us as we continue to grow and improve our offerings as your "Trusted Technology Solution Provider."

As part of our focus on constantly improving our value and service to you, we're pleased to announce a merger between three of the best managed IT service firms across the country. The I.T. Workshop team is merging with FullScope IT in Annapolis, MD and Fredericksburg, VA; and Kincaid Network Solutions in New York's capital region.

First things first... You will still receive the same great service and commitment to excellence from the same great team members you've grown accustomed to working with here. We have put forth great efforts to know and document your technology solutions inside and out so that you can continue to rely on us to support all of your systems and solutions. The staff and locations at all three companies will remain the same while giving us an opportunity to expand our geographic coverage and increased depth of expertise to better serve you.

We've decided to change our name and adopt the FullScope IT name as it better represents the "FullScope" of innovative technology solutions we offer.

The information technology industry is the fastest changing industry in the world! Although things change rapidly around here and we will be changing our name, we continue to be guided by a set of values that don't change. As a company, we are guided by a set of principles to: ● **Do Right** ● **Do everything to the best of our ability** ● **Do what's in the best interest of our clients** demonstrating that we genuinely care.

As our client you will have access to a greater depth of expertise in all areas of managed IT and security services, including HIPAA, FINRA, PCI and NIST compliance requirements for those that need it and much more.

While we're excited about growing our organization and enhancing our services, we recognize that a critical part of our success is having a personal connection with our clients. That will not change, at any of our locations. Each of our sites will continue to be overseen by existing management teams, and you will still be able to reach any of our team members who are committed to you and the needs of your organization. Our commitment to personal service and a predictable Flat Fee model isn't changing with this merger, and won't change in the future.

- Same Flat Fee (Predictable Rate) Pricing Structure
- Same Personal Service
- Improved Alignment with your company
- A name that better represents an all-encompassing array of "Integrative Technologies" that cover the "Full Scope" of solutions available for today's modern business.
- Enhanced support and available resources

Thank you again for your business and for allowing us to be your Trusted Technology Solutions Provider!

We look forward to offering you even greater value through this endeavor so please don't hesitate to contact me if you have any questions.

Sincerely,

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