

## IT Manager Testimonials



*"Abilita has been a partner of Sheboygan County since May of 2019. In the past 3 1/2 years, Dan and Paul have brought considerable value to Sheboygan County through their knowledge and handling of the County's phone expenditures. Oftentimes, this involved the laborious task of combing through the voluminous pages of our phone bills, something for which I have neither the time nor inclination. Dan and Paul made this easy for me, and during the course of our partnership, their efforts have saved the County more than \$75,000, which translates into an approximate 25% reduction in our annual phone spend."*

**Chris Lewinski**  
**Sheboygan County**  
**Director of IT**



*"Emmet County has been working on telecom and network infrastructure projects over the past couple years. Dan Aylward and Paul Anker at Abilita have been absolutely instrumental in both managing these projects as well as technical education. In our time with Abilita, their expertise has helped with many items, such as moving away from old copper lines, billing review and reduction, contract management, and have also really just served as a valuable Subject Matter Expert for the County."*

**Tatem Phelps**  
**Emmet County**  
**IT Director**



*"Abilita has been great at helping us interpret some very cryptic phone bills and identified tens of thousands of dollars in savings for our County. In addition, they have used their knowledge of telephony to help us make better decisions regarding the types of telephone services we utilize."*

**Dara Mosley**  
**Rock County**  
**IT Deputy Director**



*Abilita has been a great Telecom resource for Chippewa County. Their assistance with: identifying and correcting billing errors; acquiring, and planning service upgrades; and streamlining contact with the bigger Telecoms like, AT&T to report/verify disruptions, have been instrumental in saving both time and operating costs for the county.*

**Brian Bartlett**  
**Chippewa County**  
**IT Director**

## IT Manager Testimonials (continued)



*Abilita has been a partner with the City of Monroe for several years and has helped navigate our transition from antiquated copper systems to our new SIP-based VOIP system. They also helped the City gain compliance with the recent e911 laws. They have been helpful with navigating our transition from multiple AT&T sites, accounts, and lines to a single SIP provider and a single POTS provider. On a break fix basis they have helped chase down errors in billing as well as get the phone companies moving forward on stagnant tickets. I would recommend Abilita to any agency needing assistance getting their telecom systems updated or their billing organized. Having Abilita be able to handle the contracts allows us time to focus more on our daily tasks and not what the phone companies are billing us for or not following up on.*

**Jake Perry**  
**City of Monroe**  
**Systems Administrator**



*Abilita made our library renovation so much less stressful by working with vendors to help us identify all the different types of lines we needed and helping us set up new services like eFax and e911. We are so grateful for their expertise and willingness to consistently communicate with the phone companies for us on contracts, billing errors and completing installations.*

**Rick Dunning**  
**Flint Public Library**  
**Director of Digital Learning**



*I, Richard Gomes, the IT manager of Hiawatha Behavioral Health (HBH), a not-for-profit local governmental organization under the Michigan Department of Health and Human Services, testifying that HBH has greatly benefited from the services of Dan Aylward, Senior Consultant of Abilita. Dan's expertise has helped my IT department to get the best telecommunication local and long-distance services in Michigan and saved the agency money. Dan has been very helpful looking for the best deal and always researching to find the best vendors with best deals with reliable services. I receive monthly report from Dan on our telecom service usage and what it is costing agency every month, which has been very helpful for audit reports. When IT managers do not have the time to research on every single vendor out there, Abilita take the time to do the research and able to find the best solutions to benefit HBH. As an IT manager, I am thankful for the services provided by Abilita and Dan.*

**Richard Gomes**  
**Hiawatha Behavioral Health**  
**IT Manager**