

# THE RESIDENCES

AT THE RITZ-CARLTON TOWERS, BOSTON COMMON

Paul M. Connelly  
ISIS Division of Longwood Security Services, Inc.  
2 Brookline Place Suite 203  
Brookline, MA 02445-7225

Dear Paul,

I am writing to you, on behalf of Millennium Partners and The Residences at the Ritz-Carlton Towers of Boston Massachusetts, to express our high level of satisfaction with your ISIS report writing and management software.

As you know, our downtown Boston site is a luxury multi-use high-rise complex that incorporates over 300 residential condominiums, nearly 200 hotel rooms, a 100,000 square foot sports club and spa, a parking garage, a 19 screen theatre, a variety of retail shops and other ancillary property. With this amount of responsibility we were looking for an incident reporting application that would meet our complex data analysis needs yet remain user friendly for our front line staff and management. ISIS continues to meet and exceed our expectations.

The professionalism, knowledge and expertise of your support staff responding to questions from our corporate Information Systems Department got us off to a fast start installing the program on our protected network. The ability to quickly choose and tailor the pre-loaded Nature-of-Incident codes, along with the ability to incorporate our own logo on all reports, has truly made this our own incident report and tracking program. The staff training was the fastest training session I have ever conducted, it's really that simple and straightforward.

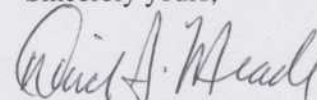
I truly appreciate the ease of use. The simple menu layout, the drop down lists, and the smooth flow of report writing makes it easy for our staff to give me the information I need to effectively manage the department. By reviewing the Master Log daily I can quickly focus on the real issues. Additionally, I have drastically reduced the time I spend conducting and preparing my monthly review and management report. I actually look forward to using ISIS to prepare my annual report and business plan.

Although I greatly appreciate the simplicity of use, I also find it very powerful in its analytical capabilities. ISIS has become so valuable to our "Lateral Service Tracking". It allows us to understand where our department resources are being applied in our complex and demanding environment, allowing for improved resource allocation. The filtering features, where you can quickly and easily review incident data in a multitude of ways, are key to our investigations and trending analysis.

ISIS has also improved our department's image by significantly adding value to our communication process at all levels within our organization. The professional looking and easy to read report formats, the statistical summary reports, the full range of graphical reporting options, and the email function have all increased our department's effectiveness.

I think ISIS is the security incident reporting, tracking and management tool that all others will be measured by and would highly recommend it without hesitation.

Sincerely yours,



David J. Meade  
Security Manager



THE RITZ-CARLTON®  
BOSTON COMMON

2 AVERY STREET, LEVEL B-2 BOSTON, MA 02111 TEL (617) 574.7260 FAX (617) 574.7261

A MILLENNIUM PARTNERS-BOSTON DEVELOPMENT

[www.millenniumptrs.com](http://www.millenniumptrs.com)



EQUAL HOUSING  
OPPORTUNITY