



PORTAGE HEALTH

December 7, 2007

Ian E. Mc Killigan, CEO
Up and Running Services & Solutions
The Portage Building
200 Michigan St, Suite 456
Hancock, MI 49930

To Whom It May Concern:

It is with great pleasure that I write this letter of recommendation on behalf of Up and Running, a knowledgeable, dynamic, and flexible "full-service technology partner".

As the leading health care provider – and the second largest employer - in the western Upper Peninsula, Portage Health contracted Up and Running in February, 2007 for technical assistance with our website. What began as a well orchestrated and seamless website host/server conversion, evolved into a full revamp of our entire website infrastructure, its platform and design. Additionally, what we received from Up and Running was a level of service above and beyond the level expected from a typical technology vendor.

What impressed me most about Up and Running's approach to our project was their vision and leadership, commitment to the customer, insistence on setting realistic goals, with a succinct timelines, organization and project management, education and coaching. Bar none, their cutting edge technical expertise is of superior quality, delivered with a business-like approach. But it was all the "everything else" that completed the total package.

Up and Running's success is due to its winning team. The initial vision, leadership and project management of CEO Ian McKilligan paved the way for this project's success, and the technical expertise of CIO Pete Hanson has provided a state-of-the-art platform for our cutting edge website. Together with our Portage Health webmaster and IT staff, project manager/software developer Andrew McKellar continues to work with us on a weekly basis as we expand and integrate our external and internal IT platforms. As a team, we fully expect to win an award for our groundbreaking website www.portagehealth.org.

If you want technical expertise delivered in a succinct manner by a winning team, I heartily recommend Up and Running. You will be glad you did – we sure are.

Sincerely,

Karin J. Van Dyke, Vice President
Communications