



INTERACTIVE INTELLIGENCE®

THAMES CENTRAL, HATFIELD ROAD, SLOUGH, BERKSHIRE, SL1 1QE UK

5th July 2010

**Cani Consultancy
Office G2
Enterprise Court Business Centre
Drummond Road
Astonfields Industrial Estate
Stafford
ST16 3EL**

Dear Sirs

After many years of non service from Vodafone we were offered the chance to move to Cani for our customer service. What a change and what a service. Nothing too much trouble and what's even better they are proactive. They contact us and tell us what is happening which is great and come up with great suggestions on how things can be improved and at less cost.

They even helped solve a technical problem which was done by return e-mail while Vodafone themselves who had been contacted earlier took another 24 hours to respond. This was way beyond what we had expected or hoped for.

I can only say that they are a pleasant change back to the old days of actually providing customer service, rather than just being an e-mail address alone and it is a service we would strongly recommend to anyone.

Yours faithfully

**John Pestell
Director of Finance - EMEA**