



changing lives  
reducing crime

9 May 2008

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12 MAY 2008

Zubair Aleem  
Quadnet  
Power House  
Staffa Road  
London E10 7QZ

Challenge House  
148-150 High Street  
Aston  
Birmingham B6 4US  
Telephone 0121 250 5250  
Fax 0121 359 6528  
Email [firstname.lastname@nacro.org.uk](mailto:firstname.lastname@nacro.org.uk)  
[www.nacro.org.uk](http://www.nacro.org.uk)

Dear Zubair,

I am pleased to write and personally congratulate the team at Quadnet for their work with NACRO over an extended period of time.

As you are aware, Quadnet have been working with NACRO for over 5 years as our prime contractor. In addition to the day to day demands of a business our size, Quadnet has worked on a number of projects. In 2006 the introduction of new software within our Housing subsidiary resulted in a project with a capital investment of circa £300k and involved rolling out hundreds of PCs to more than 60 sites in accordance with the project plan. I was particularly pleased with your flexibility to help us achieve our goals and the way in which both technical and finance members of your team worked with us to ensure that deadlines were met.

We are currently working on a further project with Quadnet, as instigated by our consultant, David Miller, to build two new datacentres, one primary site and one disaster recovery. This project with a gross value in excess of £500K is seen as critical to the ongoing success of Nacro. The consultative approach to this project has included introductions to and meetings with HP, with whom we have been very keen to build a relationship as a strategic manufacturing partner. Obviously these introductions involved detailed examination of technical specifications but have also involved finance solutions all of which were explored fully before we accepted the proposals. In addition, the relationship with HP and their involvement has led to better pricing for us, which from my perspective underlines the value that Quadnet provide to NACRO.

In the last three months we have had significant staff changes within the IT team which has relocated from London to Birmingham with all of the non field staff leaving the organisation. Your team's knowledge of Nacro, because of the long standing relationship have helped us with this transition of knowledge and skills. In this regard I would specifically mention Anjum Aleem with his pre sales experience and Bob Mahmood, as account manager both of whom have spent a lot of time working with us. This approach is key to the success of working relationship with yourselves.



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Chief Executive Paul Cavadino

We remain very satisfied with the service that we receive from yourselves and the regular dialogue which we share at different levels of both organisations. I would be very happy to support Quadnet with a case study as discussed.

I remain confident that we will continue to work with yourselves for all our future requirements.

A handwritten signature in cursive script that reads "Liz Walker".

Yours sincerely,  
Liz Walker  
Finance Director