

Research & Development Tax Credit Study

To Whom It May Concern:

Paradigm Partners, after a comprehensive review of numerous telemarketing companies, decided to run a pilot telemarketing campaign with Results Telemarketing and another firm. We were concerned primarily with the sophistication of the callers as we market an extremely technical service to the decision makers of America's leading firms. From the very beginning, Results Telemarketing took the extra time and effort required to make sure both their managers and callers were sufficiently trained to represent our company in the best possible light. This up front time and effort truly paid off. After only the first week of calling, the differences between them and their competitor became apparent in not only the number, but the quality of appointments scheduled. In fact, Results Telemarketing's scheduled quality appointments outnumbered their competitor 4 to 1! They seemed to take a personal interest in the success of the campaign and numerous refinements were made to the process and pitch which resulted in the projects smashing success.

We have been so pleased with their diligent follow-up, the quality of their callers and appointments scheduled, and the management of their company, that we have decided to form a long term strategic relationship with Results Telemarketing for all of our telemarketing needs.

