



Dear Customer,

The West Covina Service Group is proud to announce during the final quarter of 2015 our team began working with recognized experts in the industry to map out and architect our next generation leading edge public safety software solution. While we have been in the planning stages for a long time, it was in November 2015 when we received the full support from the West Covina City Council, along with the funding necessary, to embark upon this endeavor. Over the last few months an extensive amount of work has been accomplished and we know we have a challenging time ahead of us.

Our continued success is predicated on your ability to provide quality services to the communities you serve. As is our daily practice we remain committed and focused on providing the users of the West Covina Service Group software the highest level customer support possible. We will thereby continue to maintain our current software products and will balance enhancement requests with new software development goals.

Although our leadership team and senior developers at WCSG have many years of combined experience in the industry we recognize the success of this new software solution will come because of the direct input and participation from members of the West Covina Users Group. To that end we are encouraging the resurgence of the West Covina Users Group and intend on participating in regularly scheduled meetings with the group. We sincerely appreciate your time and valuable input and hope you are able to dedicate staff resources to attend these meetings whenever possible.

Over the past few years the West Covina Service Group has maintained a “wish-list” of future enhancement requests submitted by you, our customers, and we plan on incorporating those ideas and many more into the new software solution offering. Beginning this quarter 2016, we will be hosting a kick off meeting on May 18, 2016, at the Kellogg West Conference Center & Hotel, 3801 W. Temple Avenue, Building 76, Pomona, CA 91768 www.KelloggWest.com for those who are able to attend. Lunch will be provided and we hope to make this an interactive and productive event.

In addition to the user group meetings we will be posting updates of our ongoing progress using the refreshed web presence at WCSG.net and the customer support portal at wcsg.zendesk.com.

Thank you all again for your continued support and we look forward to 2016 and beyond.

Sincerely,

Management team at WCSG