



## TESTIMONIAL – TRANSGLOBAL BUSINESS SYSTEMS, INC.

Since 2008 TransGlobal Business Systems, Inc. has been providing National Harbor with a state-of-the-art situational awareness tool, Shared Intelligence Solution (SIS). SIS has been an essential end-to-end facility security management solution enabling proactive management for security issues. This solution also allows us to set-up a command and control center for multiple agencies, offering rich real-time situational awareness on event and incidents being conducted. Had our systems protocols allowed ingress and egress of land and water based vehicle activity we would have been able to monitor incoming feeds from CCTV, IP-based cameras and live mobile video. At National Harbor we have a common operating picture in real-time on a 24x7 basis with SIS technology at our disposal.

Along with the engineering of the SIS solution, TransGlobal has provided us with service desk support. The 24x7 support over the past 3 years has been quality. TransGlobal has delivered extremely quick turnaround for all issues, no matter the time of day or day of week. The service calls that TransGlobal has been able to resolve include server issues, software upgrades, software integration, installation and configuration of various hardware, needs assessments for hardware upgrades and software upgrades, inventory control with documentation, and software license documentation.

TransGlobal has been extremely thorough over the years, always providing after-action reports with a description of issue, resolution and lessons learned. We've built a solid relationship with the TransGlobal team over the past few years and are extremely satisfied with the work and support we've received. We have continued to extend our contract with TransGlobal due to their excellent work.

Sincerely,

Bill Dunston

Director of Public Safety

National Harbor