

April 19, 2010

Paul Gannett
Product Marketing Manager
Onset Computer

To whom it may concern,

I highly recommend John Bean as a technical documentation writer. I have worked with John throughout his time at Onset, and I have always found his work to be of the highest quality. He has been responsible for the user documentation and on-line help for all our products which includes electronic data loggers, desktop software and online internet-based systems. It is a challenging mix of products to describe, and John has developed documentation that makes these products appear as seamlessly integrated systems.

He has brought new thinking to our documentation, helping to move us towards more electronic documentation, and including more application information in our documentation (beyond being just how to use the product.) He is very thorough in his work, ensuring that what users need to know is well covered. This contributes to high customer satisfaction and reduces the technical support load.

If you would like to discuss my experience in working with John in more detail, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Pd Gannett".

Paul Gannett
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