

Due to the guidance, creativity, and outstanding service of the Cavendo team, Falcon Communications Solutions now has one of the strongest web presences in our industry and in the Baltimore-Washington region.

Falcon is one of the largest telecommunication services providers in the area, but you wouldn't have known it to look at our website before we contacted Cavendo. The site was designed years ago, and then sorely neglected. Over time, our business had evolved, but our web space had not. The site no longer represented who we are, the growth that we have accomplished, or the outstanding services we provide to our customers. Instead of being a vital part of our business, our site was gathering digital dust.

Everything changed when we called Cavendo. They worked closely with us and our marketing firm to understand our objectives and unlock ideas we hadn't even considered. Cavendo customized and built a web presence that boosts our image to potential clients *and* offers enormous benefits to our existing customers.

Since Cavendo worked their magic, clients can go straight to our website for essential resources—if a customer needs an updated version of a phone manual, now they can download it immediately from the site instead of wasting time waiting for it to arrive by mail.

In the process of boosting our website's customer value, Cavendo also simplified our web updates and implemented their MyMediaRoom service, which helps us keep important media information updated on a real-time basis. Now when Falcon announces a seminar or a new hire, we can notify the media and update the website all at once.

The Cavendo team achieved stunning results for our Internet presence, and I would definitely recommend them to anyone seeking out sensational web solutions.

Sincerely,



Creston M. Owen
President & CEO
Falcon Communications Solutions, Inc.