



September 14, 2007

Secure Group Inc. has provided effective firewall management services to the City of Airdrie for the past 10 years. Airdrie has come to rely on the network security expertise and experience provided by the Secure Group team as they consistently demonstrate a plethora of knowledge about security. Security solutions are recommended and designed to specifically address the security needs of the City.

The Secure Group team responds promptly to calls for support or advice, and notifies the City of new technology solutions available. Secure Group has also been providing log and trend analysis, usage reporting and intrusion detection monitoring and notification. An example of their prompt and effective firewall management services occurred a few years ago when an external network attack was in progress. Within minutes, I was contacted by Secure Group to advise of the exploit attempt and advised of the action taken and recommended. Due to the prompt and timely response of Secure Group, the intruder was promptly denied and blocked. Secure Group then took steps to investigate the source and notify the ISP of the inappropriate use, which resulted in the ISP taking action against the user.

What we truly appreciate about the Secure Group team is that they communicate and collaborate very effectively with the City's IT team, and they take the time to provide technical guidance and share information about security issues in general which has enhanced the overall knowledge and skills of IT team.

We look forward to the continued good relations and collaboration with the Secure Group team for the provision of firewall management services and security advice.

Sincerely,

Georganne Dupont  
City of Airdrie  
Information Technology Team Leader