



Kathleen Suess, Ulster County Development Corporation  
5 Development Court  
Kingston, NY 12401

Dear Kathleen,

As owner and webmaster of 98.1 WKZE and a three-year customer of Game Face Web Design, I have the utmost confidence in their design and development team, as well as their chief technology, Drupal. When I approached principal Bram Moreinis for a re-coding in 2005, our site had been built on a proprietary system, bound to the whims of a company whose dedication to customer service took a nose dive when I had learned enough to do much of my own maintenance and needed to pay them less.

I was reassured to learn of the size of the Drupal.org support community, and the power of the software. As a happy coincidence, one Drupal developer had created a "module" specifically for radio stations. Bram was able to establish a support relationship between him and Game Face "Tech Scout" to add a new function, displaying whatever song was "now playing" on our home page. This linked together two systems that had been firewalled up until then, something I had been unable to do.

I have found Drupal relatively easy to master, and very powerful, and have not needed much help from Game Face since I was initially taught to use it. When I asked Game Face to recode our site initially, I gave explicit instructions that the design be identical, and it was, save for a few minor improvements I reluctantly agreed to (and appreciate). This year, after being shown some mock-ups, I had to admit that Game Face's vision for our site's appearance and structure was a good deal more sophisticated - and appealing - than my own, and I look forward to our new look.

I am writing because of a situation that happened yesterday. I gave one of my employees administrative rights to our website, and she had accidentally deleted a number of pages, including our home page. I emailed Bram at 8:30 am and my site was restored within the hour from a backup made the previous evening, which was a great relief (and typical of Game Face's customer service commitment).

After our site was back up, Bram suggested I make better use of Drupal's user permissions by limiting the administrator role to myself only, and assigning new roles to my staff that would limit their access. Though he offered to stop by and teach me how, I only needed to know it was possible. That afternoon I taught myself to create an "editor" role and assign it to my staff, who are now unable to edit any pages but their own.

Sincerely,

Will Stanley  
Owner and General Manager  
98.1 WKZE-FM Radio



**Breaking  
the Cycle**

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September 8, 2008

Kathleen Suess, Ulster County Development Corporation  
5 Development Court  
Kingston, NY 12401

To Whom It May Concern,

I am writing to support Game Face Web Design's application to the Ulster County Development Corporation. Last March, we were looking for a creative, CSS/XHTML standards-compliant firm, and interviewed a number of Ulster County Chamber members. We chose Game Face because of the perfect fit Drupal offered, and Bram's vision of how our site could support Breaking The Cycle's mission was very compelling.

We decided to meet our immediate needs first, with a site designed to help us promote and manage our program. I was constantly on the phone arranging schedules (each of our presentations require two speakers), getting to know school administrators and faculty, and coordinating with the other members of my team. I needed a one-stop shop for all these emails and schedules.

Game Face completed the site on schedule and on budget. They addressed every concern, and accommodated all of our design changes. Their team was attentive, warm, and thorough – we felt well cared for. The site did everything we required, and more. Once I began maintaining the site, I was surprised by all the options available to us.

I am looking forward to beginning our next phase of work, where the site becomes an online learning environment for the school communities we work with. This will give our assemblies more staying power and impact. It is great working with a web company that cares about our mission as well as theirs.

Sincerely,

Colin Winter  
Breaking the Cycle

*"Forgiveness is not an occasional act. It is a permanent attitude."* Martin Luther King, Jr.

Douglas Engel, LCSW  
17 Cantines Island Lane  
Saugerties, NY 12477  
845.246.6404  
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September 15, 2008

To Whom It May Concern:

When the Hudson Valley Therapist Guild was looking for an organization to help us develop a new web site, we interviewed a number of local businesses. Bram and his Gameface Design was ultimately selected and we are very pleased with our collaboration. He has developed a creative and user-friendly web-site and we have found Bram to be responsive and available during the on-going process.

A handwritten signature in black ink, appearing to read 'D. Engel'.

Douglas Engel  
Hudson Valley Therapist Guild