

To whom it may concern,

I'm pleased to recommend Tom Davidson for the work he did automating several of our operational reports at Encore. Before Tom's help, we spent hours each week manually preparing everything from backorder updates to open jobs and equipment calibration reports. It was a time-consuming process, prone to errors, and dependent on staff availability.

Tom changed that. Now, we simply export raw data from our system and refresh in Excel—saving us significant time and ensuring accuracy. Beyond automation, Tom also improved the reports themselves. For example, instead of providing a single point-in-time open jobs report, he set it up to compare the current data against previous records, so we can see changes in invoiced amounts and status codes at a glance.

He took a similar proactive approach with our backorder report, identifying items tagged with words like "Urgent," "Expedite," or "ASAP" so we can filter them immediately. These enhancements went beyond our initial request and have made our workflow much more efficient. Tom also kept the technical side as simple as possible for our team, which was greatly appreciated.

If your organisation is bogged down by manual data-processing or missing key reporting features, I highly recommend working with Tom. He brought real solutions to our long-standing processes, freeing our team to focus on higher-value tasks.

Matt Mazzuchelli
Managing Director
Encore Monitoring