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LETTER OF APPRECIATION: Gordon G. Gisser
DATED: 2008-12-11
CITY OF ALBANY DEPARTMENT: Albany Police Department
SUBDIVISION/UNIT: Computer and Technology Unit

To whom it may concern:
Re: Gordon G. Gisser

The Albany Police Department would like to extend appreciation to Mr. Gordon Gisser. Mr. Gisser assisted the Albany Police Department with an important investigation where data was not readily accessible.

The data in question was extracted from a Freedom Systems DVR as a backup file. The data was not viewable without a server side viewing program. Mr. Gisser was contacted using data he provides online at <http://www.faps.com/freedom/>. Mr. Gisser immediately identified our problem and immediately shipped the necessary software to view the backup files. This was done at no cost or loss of valuable time to the Albany Police Department Investigators.

I have worked with many vendors and technical support personnel in my years of computer crime investigations and Mr. Gisser's knowledge and approach to fix our crisis was nothing less than outstanding. It is my understanding that Mr. Gisser was under no obligation to help us with any services, but still proceeded to do so and without complaint.

I would again like to emphasize that Mr. Gisser's assistance has earned him much respect from the Albany Police Department.

Officer Daniel Nadeski
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Initial if Approved

CMOR RONALD A. MATOS