12 November 2025

LETTER OF RECOMMENDATION

Regarding: Garno Tech — Customer portal and quote workflow

To whom it may concern,

We approached Garno Tech because our sales team was handling too many routine quote requests through long email threads. We did not need a full e-commerce system; our customers often require negotiated pricing and confirmation of stock before placing an order.

They developed a lightweight customer portal where returning buyers can build a request, attach specifications, and follow its status. The internal dashboard allows our staff to assign inquiries and keep a record of revisions. The solution was built around our existing process rather than forcing us into a standard checkout model.

The most useful part of the engagement was the discovery work. Garno Tech challenged a few assumptions in our initial brief and helped separate necessary functions from items that could wait. We launched the first version with a manageable scope and have since used it as the basis for additional improvements.

Kind regards,

Commercial Manager
Cedarpath Supply Co.