



24 November 2009

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Dear Steve,

As a member of the Rules & Umpiring Committee of the English Lacrosse Association, I have been working on a project to connect neutral umpires with matches at all levels in need of umpires. Basically the age old question of how do you help an officials assignor get through a season without going mad? This type of system currently does not exist in England. With that in mind I engaged in a little research and decided upon Official Assignor as the solution to our problems. I must say it has been a lifesaver to have stumbled upon White Coyote's Official Assignor software as it not only includes features such as group emailing, an online test facility, directions to fields, reports of all shapes and descriptions and best of all, very responsive customer service. Each time I have emailed with yet another question I have received a response within 24 hours (usually much less despite the 8 hour time difference) that not only includes an answer to my question, but often goes a step further and creates a nifty tweak that helps us here in England very specifically.

Our requirements in England are rather different than those encountered in the United States and we have needed everything from changing field names from "Zip" to "Post Code" to setting up specific geographical regions, which has required additional hands on time by a programmer. We are still creating our structure and are still very much in the beta test stage, but because of Official Assignor, we are light years ahead of where we would be without it.

I could not be happier with my choice of game and umpire management software and I look forward to a long and happy relationship with White Coyote (as well as to being less of a bother once our demanding situation has been encouraged into a more restful place for all concerned).

Thank you again for all your help and patient advice in this project.

Warm regards,

Dorothy Hirsch
North Rep
R&U University Liaison