



Date: September 2003
Subject: Letter of Recommendation
Reference: Enterprise Systems Corporation

Rodney Hyde and Enterprise Systems have been servicing our Nortel Networks Meridian 1 and Symposium Call Center for nearly three years now. The team at Enterprise Systems has always been quick to respond to any and all concerns regarding any aspect of our Nortel Networks systems.

Enterprise Systems has provided excellent consultation regarding new software and technology that is available from Nortel and was instrumental in our decision to upgrade our Symposium Call Center Server.

The nature of our Call Center made the upgrade a particularly long and drawn out process. From initial meetings to the actual installation of the server to post acceptance, Rodney and the Enterprise Systems team were there and demonstrated professionalism and dedication to the quality of their work.

I highly recommend Enterprise Systems to any organization with a Nortel Networks communications system or Call Center.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Robinson", written over a white background.

Steve Robinson
Vice President
Data Processing
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