



3/12/01

Bob,

I just wanted to write you a quick note to tell you that I am truly impressed with the help and support that Steve has given us thus far with getting your software up and running smoothly. There are several issues that we are working through together and Steve has called to follow up and been proactive rather than reactive. It is a true pleasure to deal with a company that not only sells you a product but also works with you to improve it. I appreciate the fact that your company responds just as I think you would personally do yourself.

Thank you for your support please keep up the great work,

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