

July 23, 2004

TO WHOM IT MAY CONCERN:

We purchased the ServiceWorks program in 2001. We have three systems including the server using the system for our daily operations. Dispatching is great and it has made the daily operations in the office run much more smoothly. We have complete customer history on our customers and their equipment which helps in servicing our customers and when questions arise concerning the history of certain pieces of equipment. This history also assists our service Technicians in the field.

We are very happy with the Technical Support we have received and continue to receive with this product. We have received an updated version at least once a year that keeps improving the product.

We would strongly recommend this product to anyone wanting to improve the profitability of their business.

Sincerely,

Christina Mann
Office Manager
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