



Transforming Transactions  
into Relationships

Systemedia Division  
9095 Washington Church Road  
Miamisburg, Ohio 45342

October 7, 2002

Donald Menrisky  
President and Managing Consultant  
Simplesoft Solutions, Inc.  
10851 Yankee Street  
Dayton, OH 45458

Dear Don,

I just wanted to take this opportunity to tell Simplesoft Solutions how pleased I am with the work and results of the NCR Product Label Management project completed in 2001. Don, your knowledge of our business and your team's drive to understand all of our current issues made this project a success. You took such a burden off of me personally during this project by educating yourself about the Uniform Code Council and their requirements.

The UPC management and bar code compliance-labeling suite of applications was developed with the end in mind and with so much forethought about future needs that it will be working for us long into the future. The ease of use of the applications, without sacrificing functionality and flexibility, was also a major highlight of the project. I also want you to know how smooth the implementation process was for us here at NCR. Because you and your team developed the implementation checklist and made sure the systems were identical going into each plant the start up was simple. Your close work directly with the manufacturing locations in the first few months made for full acceptance and use of the applications and cut down the learning curve tremendously.

Thanks to the success of this project we have seen a \$200,000 savings in just the first year of implementation. Not only have we seen this kind of savings but also it has helped us strengthen and maintain our corporate identity and customer relationships by complying with specific customer requirements.

Thanks again and I want you to know I would not hesitate to recommend Simplesoft internally for future jobs or to other companies looking for professional consulting expertise.

Sincerely,

A handwritten signature in black ink, appearing to read "George Zeiler".

George Zeiler  
Senior Packaging Engineer