



September 9, 2000

To Whom It May Concern:

It has been my pleasure to work with Tom Colby over the past 6 months. Tom's role in working with my company was to assist us in implementing and configuring packaged software. In this role, he quickly absorbed our specific business requirements, and then provided counsel on the best way to implement these requirements within the system. From a technical perspective, Tom worked equally well with our production support staff, to assist them in understanding the installation and support requirements of the product.

With Tom's help, we were able to launch the system in a number of days, versus weeks. Throughout the implementation lifecycle, Tom kept us on track by immediately addressing issues that could be resolved quickly, and tabling those that required significant attention. To his credit, Tom had an excellent track record of following up on the outstanding issues in a timely manner. This reflects positively on his project management skills.

Beyond his business and technical skills, Tom showed a real aptitude for training. He worked with our newly hired trainer, and provided her with great tips on how to effectively gain buy-in and understanding of the new system. She commented to me, on several occasions, how useful the advice proved to be.

In terms of his client relationship skills, Tom always presented himself in a professional and thoughtful manner. He kept his cool at all times, and did not seem to get flustered even under significant pressure.

In summary, I would welcome the opportunity to work with Tom in the future. I believe he has a bright future ahead regardless of the career direction he chooses to take.

Sincerely,

A handwritten signature in blue ink, appearing to read "Betty J. Fineman", followed by a horizontal line.

Betty J. Fineman  
Director, Practice Management Products  
Tiova