



May 4, 2010

Dear Sawan,

I wanted to take some time and thank you for our custom CRM. You and your team have done an outstanding job of pulling all of our requirements together while integrating the new system with our existing software. We see advantages each day for having the CRM. Some of these advantages we knew would improve our bottom line, but there have been many unforeseen improvements as well. The more we use the system, the more value we see in it.

We definitely want to take what we have learned from this process and our own systems and continue to make improvements. I believe that you and your team will continue to offer a value add to our small company. From quoting to work flow to documentation to invoicing, the CRM implementation you have provided has paid for itself already and we are less than a year into the program.

Please pass on our gratitude to the rest of your team. We look forward to continuing our relationship.

Thank you again for everything you have done.

Regards,

A handwritten signature in black ink that reads 'Logan Willis'.

Logan Willis

VP – Technical Sales
eTech-WEB
Round Rock, TX

33 Cypress Blvd, Ste 400
Round Rock, TX 78664
Office: 512-833-5868
Mobile: 512-563-5848
Fax: 512-692-1844