



March 31, 2003

Jack Shaw
eCommerce Strategies
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www.170systems.com

Dear Jack:

On behalf of 170 Systems, Inc. I would like to thank you for the fantastic job on the 170 Systems/Oracle regional seminars last fall. The presentation content, your delivery style and the relevant industry examples really hit the mark for our program. As you know, we wanted to conduct these seminars in a way that was informative and entertaining and wanted the attendees to walk away with insights and knowledge they did not have before. You certainly made that happen.

When I initiated the research for potential speakers, I wanted to ensure the message the speaker would deliver was in synch with our message to the marketplace. Your extensive background in document management and e-business collaboration were just the topics we wanted to highlight in these regional seminars. Furthermore, your deep understanding of technology issues really brought an in-depth presentation to our knowledgeable audience. The sessions were informative and thought provoking and many attendees commented afterwards that they really enjoyed your presentation. The challenge of creating a presentation that fit both the public and private sector audiences was one you took on with enthusiasm.

Finally, you were a pleasure to work with and perfect fit for us. You were a true partner in the process. Your desire to research and explore what the client is looking for really helped make the presentations relevant to our industry issues.

We certainly look forward to continuing to work with you on future events, seminars and webcasts.

Sincerely,

A handwritten signature in blue ink that reads 'Jill Hitchen'.

Jill Hitchen
Marketing Programs Manager

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