



November 19, 2001

To Whom It May Concern:

I am very pleased to offer this letter of recommendation on behalf of Robert Naylor and Bay Breeze Technology Center, Inc. It has been a pleasure working with Robert as a peer and as our outsourced business partner over the past three years.

Robert and I worked together on many projects related to the integration of Peoplesoft, SAP, and J.D. Edwards. We also worked closely together managing strategic accounts and on customer service issues for our "at risk" customers internationally. His ability to defuse volatile situations and turn them into a "win/win" scenario is unparalleled in this industry. His customer empathy, resolution, and dedication are just some of the qualities that have contributed to his success.

Robert was able to "turn around" a customer that was pursuing alternative solutions into a very satisfied customer with an additional commitment from the customer for \$800,000 in new products and services! This was just one of the many examples that demonstrated his abilities and successful consultative approach.

As a business partner, we were faced with providing 120 days of training services during the months of November and December 2000, with less than 30 days notice. He was able to accommodate the customer's request of two shifts, six days per week, and deployed impressive Internet and video conferencing technologies post-training and for "go live". Additionally, his organization was able to provide the customer with an interactive CD ROM computer based training program that was of excellent quality and content as well as detailed report writing services. His creative approach to expense control and managing logistics was greatly appreciated by the client and was impressive to say the least.

I would highly recommend Robert Naylor and Bay Breeze Technology Center, Inc.

Sincerely,

A handwritten signature in blue ink that reads "Yvonne M. Brooks".

Yvonne Brooks
Director of Implementations