

SPI GROUP

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Jon Seidel
EDP Consulting, Inc.
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Dear Jon:

I wanted to take some time to let you know how pleased I am with the work you've done to help SPI Group implement our sales force automation plan. I had thought for a long time that we were not taking advantage of the software applications available for managing our customer information and our sales activities. However, being a small business we did not have anyone with the expertise or time to sort through all the marketing and technical jargon out there and figure out which application (if any) would be best for us. After going through the process there is no doubt we made the right decision in implementing Salesforce.com, and there is also no doubt that you were the key resource in guiding us through the process and implementing the software.

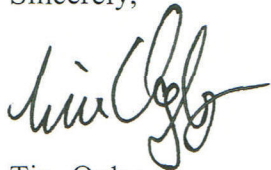
From the outset, you took my vague ideas of what we were looking for and put them into a clear and concise objective statement. You knew what questions to ask, and you were able to dig in depth with me and the employees in our company to put together a detailed plan of what we really needed to accomplish our goals. Although you worked quickly, it was clear you wanted to be sure we covered all the bases and didn't leave anything out. I was impressed with your knowledge of the applications on the market, but I was equally impressed that when you didn't know an answer you were always very diligent in finding the answer and replying back to us in a timely manner.

Once we started reviewing products, it became clear which packages offered what we needed and which did not. Without a doubt I feel the decision to go with Salesforce.com was the right one, and we are now actively using the program and becoming more and more comfortable with it every day. In particular, I really appreciate the time you spent converting our previous ACT! and Outlook data over to Salesforce. Throughout the project I was usually the bottleneck in getting things done, but you worked with me very efficiently throughout the process, and you always met the timelines we set out. Never during the course of the project did you miss a deadline, and normally you finished things early. In addition, your communication throughout the project was excellent, and I

especially appreciate your regular progress reports and your efficiency in responding to phone calls and emails.

Jon, once again thank you for all your help. I am very pleased with results and I would not hesitate to recommend your services to others. Please feel free to use this letter as well as my name and phone number as a reference.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim Ogles', with a stylized flourish at the end.

Tim Ogles
Owner
SPI Group