

July 30, 2005

Jon Seidel  
edp consulting, inc.  
3373 Guido Street  
Oakland, CA 94602

Dear Jon:

Just a quick note to tell you how deeply we value the assistance that you gave us.

With your help, we saved the contract at IP Unity, though we were close to losing it.

We are fully implementing your Service Level Agreement (SLA) concepts, methods, and the detailed agreement. That was a major factor in saving the contract, and we cannot thank you enough for your guidance.

As a result of your engagement, we changed our service delivery processes, and our helpdesk system, to fully comply with the SLA. It does put a lot of pressure on us, but it also makes us more visible to the customer's management, and helps us prioritize the tasks better.

Thanks again for a fantastic job –we received incredible value and we really enjoyed working with you!

Warm Regards



Shubhang Varma