

DAUPHIN



COUNTY

OFFICE OF INFORMATION TECHNOLOGY

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November 27, 2007

Rayna O'Neil  
Account Representative  
Info Tech Research Group  
602 Queens Avenue  
London, Ontario, Canada  
N6B 1YC

Dear Rayna:

I am pleased to write this letter expressing my satisfaction with the products and services received from the Info-Tech Research Group. As a customer since 2004, I have used the service in many ways to assist with the administration and operation of my department. The job descriptions and policy templates in the Info-Tech Advisor have proven to be invaluable and are used frequently in managing the organizational structure. Recently, we have added the "ITA Premium" to our portfolio which has provided us access to the "Impact Research" feature giving us more in-depth analysis of key strategic areas. In addition, the weekly email alerts from Info-Tech have guided and streamlined my research processes. With the constant barrage of information from many different sources, this communication has focused my area of concentration as the topics always seem relevant and timely. Finally, monthly conversations with you have been a great asset as you have been able to alert me to new information and features. I plan on continuing my relationship with Info Tech and highly recommend the service.

Sincerely,

Thomas Guenther  
Director of Information Technology