



Phase II Systems

PARS Trust Administrator

Creative Solutions for Public Agencies™

January 3, 2001

To Whom It May Concern:

I am writing regarding the services that Vision Quest has provided for my company for the last three years. I was introduced to Vision Quest by a mutual acquaintance, a senior manager for a large moving company. I was very impressed with the presentation on web site design and development that Allan Browning gave at our meeting. Our company had been talking for a couple of years about having a web site and I felt that Vision Quest would be a great company for us to engage. I was required to seek proposals from other organizations, and no one provided the careful and meticulous design and execution that Vision Quest provided just in responding to the RFP. Vision Quest's costs were considerably less than those of other vendors and it was very easy to communicate our requirements.

Once the decision was made to engage Vision Quest, the web site was up and running within a matter of a couple of weeks. The design is clean and the site is easy to navigate. A critical factor in the excellence of Vision Quest's service has been their responsiveness to the changes we make on the site every month. Vision Quest has had our changes incorporated into the site within a matter of hours of my communicating them to them. They have been very careful to ensure that there are no spelling or grammatical errors and everything has been formatted in a consistently clear and readable manner.

Our relationship with Vision Quest has been further enhanced by their solution to a very difficult situation we found ourselves in regarding a product called GoldMine. In 1999, we contracted with a firm recommended by GoldMine to configure and install a 30-user GoldMine system. We had had such terrible and frustratingly bad service from the other firm that I turned in hopeful desperation to Vision Quest. Allan Browning and Bruce Bruns spent a reasonably small amount of time determining that the sloppily-installed system was not ever going to work adequately or be sufficient for our needs and that we needed a SQL server to efficiently and effectively handle our volume of data and interaction.

Within a matter of a few months, a more powerful version of the system had been configured and installed and Phase II Systems had the working client database it had long been in need of. Vision Quest has been prompt in responding to changes that have been needed (such as the configuration of new machines and new users) and has been generous in teaching Phase II Systems' technical staff basic system maintenance that has enabled us to respond even more quickly to simple issues and to save money in addressing them.

It has been a pleasure to work with Allan and Susan Browning and Bruce Bruns over the last three years. I commend them for their high intelligence, energy, responsiveness and integrity. I recommend them to you without reservation. Please feel free to contact me to discuss this further.

Sincerely,

Karen Zfaty, MBA

Director of Communications