



cccInteractive

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To whom it may concern:

CCC Interactive has been utilizing the talents of Rodney Hyde, President of Enterprise Systems Corporation for approximately four years.

"CCC Interactive is a full service CRM and eCRM company specialized in providing Contact Center services. We have serviced clients such as MBNA Bank, Dunn and Bradstreet, Pitney Bowes, The New York Times, San Francisco Chronicle, and Reliant Energy. The communications systems used in both our inbound and outbound operations center are literally the core of our business and consequently we demand a very high level of commitment and competency from our communications vendors."

"Both Enterprise Systems Corporation has proven time and time again that they are more than capable of providing us the level of competency and commitment we require from our vendors. Two examples of this would have to be the installation of Symposium Call Center Server and the upgrade of our Meridian 1 Option 81c. Rodney was specifically chosen to perform these two tasks because of his attention to detail and the quality of his work. Rodney performed and completed both of these projects in a very professional manner and once again exceeded our expectations as a vendor."

"Throughout the four years that Rodney has supported our communications systems he has provided personal attention to the needs of our Contact Centers and has provided us consultation regarding new and emerging technologies on a regular basis. In a day and age where technology is forever evolving and changing Rodney continues to assist us in engineering solutions that enable us to better serve our clients. It's my opinion that Rodney's experience in the communications industry and ability to provide us this service has played a key role in helping us to maintain accounts with existing clients and on more than one occasion acquire additional business."

"I would highly recommend Enterprise Systems Corporation to any organization utilizing Nortel Networks equipment and communications systems, especially considering that fact that they provide best in class service to our Contact Center, which manages between 200,000 to 350,000 calls per day Outbound and 10,000 to 30,000 call per day Inbound."

Sincerely,
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