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Michael Johnson
Project Manager
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February 12, 2002

Dear Michael,

I wanted to take a moment to express to you my appreciation for the excellent service and consulting you and your team, particularly Bob McAdam, was able to provide to us on our Microsoft Great Plains eEnterprise Implementation.

Working under immoveable time constraints and intense pressure to deliver, you were able to quickly understand our business processes and design the Service, Sales, Distribution and Financial modules to meet our specific requirements and exceed our expectations. You and your team accomplished what some referred to as "impossible" in only a few short months, and I credit that achievement to your talent and work ethic. You did an outstanding job of meeting our business requirements and user demands with your design and development skills. You also excelled in your ability to integrate our existing shipping and bar code solutions with GP, as well as in meeting our data conversion needs from Platinum. Your dedication to customer satisfaction was, and remains, remarkable and was instrumental to the success of this project.

Please thank Kate Durnin for her support throughout the project, and Loy Tiglao and Ed Thorne for their past and continued assistance with the custom development effort. Of course, none of this would have been possible without yours and Bob's dedication to the satisfaction of our user community and ability to deliver.

I look forward to working with you over the coming months to continue enhancing our new system as we enter the next phase of this project.

Sincerely,

Danielle Demo
Controller
Breitling U.S.A.

CC: Ken Eldridge
Curtis Beebe
Les Lettiero