

DARDEN

RESTAURANTS

Red Lobster®

The Olive Garden®

12/28/99

Barry Torman
5907 Breckenridge Parkway
Tampa, FL 33610

Barry,

I wanted to thank you for all the work your team has done installing Great Plains at Darden. The PBS personnel, particularly Michael Johnson, were first rate and always willing to go the extra mile to ensure a task was completed.

The design and development of the customized software and your flexibility in meeting user demands was greatly appreciated. Your team's dedication to the customers needs was as good as we have seen in any consulting engagement.

Thanks again for all your help and I'm sure we will be working together on other projects in the future.

Sincerely,



Will Anguish
Director of Corporate Systems
Darden Restaurants

CC: Mark Blumenthal