



September 20, 2000

Marc Blumenthal  
ePartners, Inc.  
5902A Brekenridge Parkway  
Tampa, FL 33610

Dear Marc,

This letter is written to highlight the high quality of implementation services provided to OneChem, Ltd. on two separate projects.

Approximately 5 months ago, we decided to implement Great Plains as our back office solution. Ed Hazan served as the project manager, and Joe Grilo served as the onsite consultant for training, design, and implementation services. Joe was able to quickly configure and test the application based on our functional requirements. Since we were in startup mode, we had no prior system in place. Their hard work enabled us to implement the core financial modules on time (four weeks) and on budget.

A few months later, we moved forward with implementing Great Plains Siebel Front Office, as our customer relationship management system. After a delay in the project start date for internal reasons, I was able to work with Estuardo Alvarado, our client partner, to secure a resource that has more than exceeded my expectations, Michael Johnson.

My original expectation was that multiple resources would have to be deployed: one to support the technical tasks and customizations, and another to address the functional design. Michael was able to complete and manage all aspects of the implementation while continuously setting my expectations along the way. Siebel was deployed to our Sales, Marketing, Customer Relations, Product Maintenance, and Implementation/ Integration teams, and was completed in only five weeks.

I feel that this type of service shows that ePartners is willing to do what it takes to ensure customer satisfaction. As a former consultant I can honestly say that your consulting team is extremely skilled and dedicated to ensuring successful projects.

Sincerely,

A handwritten signature in cursive script that reads "Shannon Yost".

Shannon Yost  
Chief Information Officer