

August 3rd, 2005

Mr. Scott Bidwell, Vice President
Andrews Software Inc.
6900 West Snowville Road
Cleveland, OH 44141

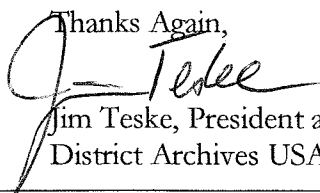
Dear Scott,

As we discussed over the phone yesterday, we successfully went "live" in our Mobile location on Andrews Software Monday morning and our people are serving customers without missing a beat. What made the difference in assuring completion of the data conversion on time; with 100% accuracy; with every customer/box/file/tape accounted for; and with the best possible training result is **the excellence of your people**. I won't take too much space here to outline every detail of the process that occurred over the weekend; however I would like to note a few specific examples of Andrews' commitment to assuring a smooth transition:

- 1) For some reason the data coming out of the former management system kept changing slightly on the file-folder level; even though the formats we used in getting all of the descriptive data out of the old software were consistent during every test and during the final conversion. Being that we were converting over the weekend and during month-end changeover, that meant we needed access to a senior Andrews programmer (specifically Richard Warren) to make adjustments to the actual conversion program. Not only did Richard dial into our systems directly from Cleveland to make these adjustments on a Saturday (working what I believe was at least a couple hours making tweaks and reviewing the actual results while the program ran), he then called me personally on Sunday morning just to check in one more time to assure our satisfaction.
- 2) The process of data migration for a records center with hundreds of thousands of information assets under our care in Mobile is not exactly easy. Yet of equal or greater importance is the business and software training that assures people using the system know the many intricacies of using a powerful business tool. Dave Campion is assuredly a key component of the Andrews Software team. Our operations manager in Mobile, Gloria Hayes, referred to Dave as "obviously extremely knowledgeable and thorough when it comes to helping understand everything the software does." Having Dave give up his entire weekend and having him onsite in Mobile to manage this process while training and supporting our people was invaluable.
- 3) And of course the entire experience that began with data extraction, conversion program mapping, conversion program testing, training, etc. etc. was coordinated by someone on your team that I have so much faith and confidence in these days; Jennifer Frohlich. Her patience, her attention to detail and her commitment to every piece of the puzzle have just been beyond reproach. And during these moments of truth where we've migrated over to new technology this past weekend, Jennifer has been on top of everything; being not just on call but on duty; regularly checking in and sharing expertise over the phone both Saturday & Sunday as well as during the time since we've gone "live".

I remain supremely confident we have the right technology partner. Your team's efforts have simply been the best.

Thanks Again,



Jim Teske, President and Founder
District Archives USA