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April 15, 1999

THE WARREN GROUP
3575 West 24th Avenue
Vancouver BC V6S 1L5

ATTN: MURRAY WARREN

Dear Mr. Warren:

Our company is involved in medium to high tier systems integration network installation, design and we market a high end comprehensive accounting software called AGRESSO from Norway, which competes with similar companies like Great Plains, SAP, CODA...

Murray Warren from The Warren Group called me in March of 1998 and pitched me on the concept of setting up a pro-active telesales management center at our workplace to generate leads for our sales consultants. He sent me some information, we looked it over, he called back and we said we were fine for now.

'I don't think it would be a good fit for us.'

We called him back about 3 weeks later and said we might have a short term assignment that we would like to outsource and asked him for some prices. He then tried to convince us to set up a telesales department internally as opposed to outsourcing the whole thing. The main compelling reasons being less costs, more control and better results doing it internally.

We decided to give it a try for a 3 day project. Murray came over to Victoria and developed scripts, made live telesales calls, interviewed, and trained our telesales person, Sheri Black. The results that we have experienced have been massive and almost overwhelming, Sheri loved the coaching and the in the trenches training. She is identifying and qualifying superb high value accounts and generating leads for our consultants to follow-up on. We are tracking the results and the project has been well worth the investment and we now have a full time telesales department and Sheri has become a valuable asset.

Furthermore, we have had The Warren Group recruit top flight telesales people for our Vancouver Agresso software office and engage in training and coaching with the team there.

We definitely see the light when it comes to using the telephone as a marketing tool and Murray from The Warren Group paved the way for us.

Thanks again,

Frank Towler
Director, InTuition

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