



October 21, 1997

Mr. Murray Warren
The Warren Group
3575 West 24th Ave.
Vancouver, B.C.
V6S 1L5

Dear Murray;

Before we had met our firm had been doing a consistent job of servicing our client base and obtaining new accounts. We were in a reactive mode mostly doing about \$ 40,000 per month in sales. Never having much success with a direct sales team, we could never hire the right sales people and had a lot of turn-over, we never really went after the business that was out there.

In the last 9 months you have built a pro-active Telemarketing call-center to generate leads and appointments. The 2 outside sales people that you have hired are starting to average \$ 30,000 in sales per month and in less than 9 months we are now grossing about \$ 80,000 to \$ 90,000 per month in sales. The Telesales training and coaching that you have given the inside sales team has massively improved their confidence and effectiveness. Your enthusiasm, drive, assertiveness and motivation has enabled us to achieve our next level of growth.

In addition, I feel that if we had not met 9 months ago we would not have successfully merged with ANO Office Automation and have developed a strong strategic alliance that is giving us tremendous upside potential.

Thank you for all of your ideas, sales training, coaching and guidance.

All the best to you and your family,

Dan Matthieu
President
Excel Copier