



April 18, 2000

The Warren Group
3841 West 39th Avenue
Vancouver, BC
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ATT: Mr. Murray Warren

Dear Murray

Re: Letter of Recommendation

I met with Murray Warren of **The Warren Group** through a meeting that I sat in on with one of our JV partners, Gemcom Software International Inc., one of the world's largest exploration and mining software development companies. I felt that there could be potential for GemTeck Environmental Software, a joint venture between Teck Corporation and Gemcom software, to explore the world of telesales.

GemTeck did not have vast marketing resources but had developed a solid software product with a particular target market to sell to. The question was "*how do we most efficiently and cost effectively get our message across to the right people and build a bigger Sales Pipeline..... and ultimately close more business?*"

We retained the services of **The Warren Group** for a two-month period to develop and implement a plan of proactive business development. The aim of the campaign was to contact environmental decision-makers at all the mines and municipalities across Canada and set up live, online "Internet demonstrations" of our environmental data management software system, *EQWin*.

Within 4 weeks Murray had interviewed and pre-screened potential candidates for the business development position and had generated a short list for our final interview and selection. He subsequently designed and tested all scripts (by actually making and tape-recording calls to potential customers), trained the new recruit and supplied copies of forms for tracking the campaign's progress. All information is entered into ONYX, our customer management software, to manage the business opportunities.

The results so far have been excellent! Our business development recruit is now sifting through many contacts and scheduling around ten ½ hour web-demo's per week to qualified leads. We are now at last filling up the hopper with lots of potential sales that will be my task to close in the coming weeks. We are also using this system to maintain contact with our existing customers and capture critical market intelligence.

We are more than satisfied with the results of the campaign and would recommend Murray's services to any software company to get an effective telesales system operational.

Yours sincerely,

GemTeck Environmental Software Ltd.

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