

June 26, 2000

Re: The Warren Group


To whom it may concern:

Syscom Consulting is a computer technology services company, wholly owned by ISM-BC Corporation a member of the Telus group of companies. We specialize in providing consulting and technology infrastructure services to a broad cross-section of clients from both the public and private sectors. While Syscom is primarily a service provider, we have chosen to align ourselves with a few select technology vendors that complement our service offerings, these include: Microsoft; Lucent/Octel; Research In Motion and iManage.

Like many similarly sized organizations, we are constantly challenged with the need to raise our visibility in the marketplace and expand market share in the face of increasing competition. With this objective in mind, we retained Murray Warren from the Warren Group in late 1999 to assist us in establishing a telemarketing capability within our sales team. Murray had contacted me on a number of previous occasions, at which time I was impressed by his enthusiasm, his tenacity and his unwavering belief in the merits of telemarketing.

Murray did all the work associated with finding and hiring appropriate staff, he developed and tested scripts and provided training and coaching. He did an admirable job and quite frankly we would have had a difficult time implementing a telemarketing function without his guidance and assistance.

We are very pleased with the results to date. We have significantly increased our sales contacts and the number of resulting sales leads, and we are now in the process of further refining the process to target specific business segments and corresponding service offerings. I recommend Murray's services to any organization looking to establish a telemarketing or call center capability.



John S. Roberts
Chairman