

April 12, 2001

Mr. Marty Weil
WEIL MARKETING COMMUNICATIONS
262 Hawthorn Commons, #220
Vernon Hills, IL 60061

Dear Marty:

When we assigned you **30 case studies to be completed in the final quarter of last year**, I knew it was an ambitious task; but the fact was *we had to have them* for the release of a CD-ROM at the outset of Q1 2001. **The speed and quality with which your company executed this important work is why I feel compelled to write you now.**

I want to thank you for a job well done, Marty, and complement you on the capabilities I observed during the process of this initiative. Included prominently among these are:

- *Excellent technical grasp.*

You understood the intricacies of our product and markets with no perceptible learning curve.

- *Speed of execution.*

The project as defined above speaks volumes to this.

- *Quality of work.*

There was very little revision required for the case studies, something particularly impressive in light of the limited background material you were working with in many cases. Turning French faxes into compelling case histories goes well beyond translation, another skill that's hard to find in technical writers.

When you do exceptional work, you help us do exceptional work. The CD-ROM was released on schedule and very well received, and the case histories are being repackaged for a range of public relations purposes.

In markets moving at Internet speed, the success of collateral and sales tool support often depends on the ability of a company's vendors to provide service that allows the company to create and release those marketing elements in a timely manner. I know this is something you're keenly aware of, because of the performance I've seen from WMC.

Please know that we look forward to using your services again when the need arises, and that I would recommend you to any PR or marketing professional looking for high quality and dependable writing resources.

Best Regards,
Ellie Dimarucut
Collateral & Sales Tool Program Manager
FileNET Corporation