

Friday, May 17, 2002

Mike Unwalla
Techscribe

Bransom

▶ RETAIL SYSTEMS ◀

To Whom It May Concern

We have recently completed a major overhaul of our user documentation.

After several stop/start attempts to do this internally, using our extensive knowledge of the system, which we thought would be the most cost effective way of producing the detailed manual we wanted. We finally realized that we could not produce it within a reasonable time scale and the internal cost and disruption was far greater than initially envisaged.

Although we were sceptical how someone (an outsider) could adequately document a system in detail, without an in-depth knowledge of the system, Mike soon demonstrated his ability and gave us the confidence to progress to the next step.

This involved a two day intensive training overview of the system (chargeable of course). During this time Mike was able to grasp the basics of the system, ask intelligent questions and discuss the scope of the project and provide examples and ideas previously not thought of. This was followed by some mockup examples of his vision which helped us reach a decision (and open our minds to other ideas).

By now Mike had impressed us with his professionalism and attention to detail, however, it was not until Mike actually started that I realized just how thorough and professional he is. I knew he would need a lot of support and numerous questions answered, however, the level of questions he posed and his rapid understanding of the system certainly reduced this element to a similar level I would expect had we continued to do this project internally.

I found Mike to be totally professional, very patient with an overriding dedication to detail in order to produce a comprehensive manual which will be invaluable to all level of users, our support desk and trainers. Mike has also managed to produce a manual which is easy to navigate, detailed for those who need it while also being a quick reference for experienced users.

In short, we are extremely pleased and happy to recommend Mike to you. We could not have produced such a professional manual and my only regret is that we did not realize that sooner.

Chris Garland

Joint Managing Director