



February 16, 2005

Mr. Troy Casper
President
Compass Contact Solutions

Dear Troy,

I wanted to take a moment and communicate my pleasure with COMPASS CRM software. As you know we have had your product in our company for well over two years. The software has become such a vital part of our day to day business processes, and your prompt service and support has been even better than advertised.

My sales team comes in every morning and pulls their Call Back Reports and receives their marching orders for that day. If for some reason they can't get into Compass, they are screaming because it is such an important beginning and ending to their day.

The data base continues to grow in value as the reps are daily entering their contact activities and information. COMPASS is very intuitive for sales reps in our industry, since the software was created specifically for our document solutions industry. We have tried many other CRM programs like Gold Mine, Act and others without much success because they were all generic programs that were not industry specific.

For me as a sales manager, COMPASS has been unbelievable in terms of providing me daily activity reports. I go into COMPASS and simply extract the rep's daily call summary reports or detail call reports and I am up to speed immediately. The reps love not having to constantly create another report for management. I simply go in and get what I need when I need it. No more chasing down the reps and constantly having to nag them for sales reports.

I can't imagine ever managing a sales team in our industry without the tools that you have brought to the marketplace for us. The reports, forecasting tools, proposal generator, filtering, and general client management fields are really providing the best possible opportunities for success, and isn't that the reason we are in the business in the first place. Thank you for bringing this vital product to us, as it was worth every dollar we invested in it.

Sincerely,

Boe Parrish
Sales Manager
405.942.6674