

March 11, 2002

To whom it may concern:

This is an enthusiastic letter of recommendation for Abra Collabra and its President, Marty Addison. Aperio Technologies has been working with Abra Collabra for three months, during which time they've spearheaded the design and implementation of our entire office computing infrastructure, including server configurations, desktops, network backbone, and wide-area connectivity. They've assisted with integration into our voice 'phone system, designed and implemented a backup strategy, and helped configure remote VPN capability for employees not working from within the office.

Last November we initiated a process for selecting an IT vendor; we interviewed seven firms in the Vista area, and worked with four of them to develop a detailed proposal for our network infrastructure. We used the experience of working with vendors to develop the proposal as additional information besides the content of the proposals themselves to select a vendor. Abra Collabra was selected based on the strong working relationship we formed during the proposal creation process, as well as for the technical merit and affordability of the solution they proposed.

Since selecting Abra Collabra, we have been very pleased with their responsiveness and helpful attitude. Setting up network infrastructure invariably involves working through dozens of small issues not anticipated up front, and we've been impressed with Abra Collabra's ingenuity and cooperation while working through the installation. We have also had our initial impression of Abra Collabra's integrity and commitment to customer service confirmed as our working relationship has evolved.

It is our pleasure to recommend Abra Collabra most highly, feel free to call if you have questions or comments.

Sincerely,



Ole Eichhorn  
CTO, Aperio Technologies, Inc.