

Subject : RE: Ackerman
Date : Thu, 2 Feb 2006 15:38:00 -0600
Linked to: Robert Applequist (Jeff Swenson)
From : "Robert Applequist" <rapplequist@visionsds.com>
To : <tim.ancona@ficomix.com>

Tim,

I just wanted to share with you that our experience with Rich Ackerman has been exceptional – both the technical support and training has been outstanding.

Tim in case you are unaware of what we do – we are an executive search firm, and are very good assessors of talents and skills. Rich is one of the best knowledge transfer people that I have had the pleasure of working with over my 15 years of being in this business. Rich has made himself available when there have been complicated issues or minor questions. The difference that Rich has shown throughout the process was that he embraced our business and took the time learn it, in a fashion that allowed him a clear understanding as to what was the most effective way to implement Goldmine to our company. In addition Rich actually cared about our successful usage of Goldmine, not just another sale. Tim, as a business owner I am sure you realize corner stone employees are hard to come by in my opinion Rich is one of those individuals. Any questions please call me.

Respectfully

Bob

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