



March 10, 2010

To Whom It May Concern:

We have had the pleasure of working with Mr. Baha Habashy on a number of occasions for our company, TGO Consulting. In our most recent engagement, we had a problem where several of our high performing employees were overloaded so they were becoming bottlenecks to the business and were not able to respond to our clients as quickly as we would like. Our company's reputation as one of Microsoft's top partners is built on customer satisfaction and the relationships that we build so efficiency and responsiveness are critical to the success of the business. We believed that coaching would help our employees better manage their time and priorities to help them get back in control and so we approached Baha and asked him to tailor a program for our needs.

The program that Baha developed helped us first identify some key areas where we had opportunities for more efficiency internally and then gave us tools to manage our time so that we could develop better work habits to realize these efficiencies. We also recognized that these improved skills could bring more value to our client engagements, in particular, helping us make our client meetings more effective.

One of our corporate goals for this year is to make it easier to do business with TGO. We feel that we have made good progress towards that by investing in the 'Overload' program with Baha so that we are able to be more responsive to our clients.

Sincerely,

A handwritten signature in black ink that reads 'Tracey'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Tracey Whitehouse  
Chief Operations Officer  
TGO Consulting Inc.