

F.N. Sheppard & Co.

Belting Specialties

Thursday, February 05, 2004

Ken Mahler
Proactive CRM Solutions
6934 Miami Ave Suite 16
Cincinnati, OH 45243

Dear Ken:

I wanted to thank you for your help in the installation, implementation, and training of our CRM solution.

The networking of ACT at our headquarters, branch locations, and sales offices is providing us with the timely information we need to better serve our customers.

From a management prospective, ACT is helping us manage the time of our outside sales force, which translates into increased productivity. The implementation of ACT helped us meet one of our goals of organizing and following up of quotes. This along with goals justified the investment.

You have been very helpful in obtaining answers to all of our questions and creatively solving the issues that arose during the discussions on integrating ACT into our way of operating.

It's nice to work with someone who does what they say, in a timely manner, and at a good value.

Feel free to use me as a reference at any time.

Sincerely,



Frank Klaene
Executive Vice President