



J. Kenneth Blackwell
J. KENNETH BLACKWELL
Ohio Secretary of State

180 E. BROAD STREET / 16TH FLOOR / COLUMBUS, OH 43215
614.466.2655 / TOLL FREE: 877.767.6446 / FAX: 614.644.0649
e-mail: blackwell@sos.state.oh.us www.state.oh.us/sos/

May 8, 2003

To Whom It May Concern:

Recently, members of the Legislative Affairs Division Staff of the Ohio Secretary of State's Office had an opportunity to attend a training workshop that was conducted by Mr. Ken Mahler of ProACTIVE CRM Solutions. This training workshop topic was use and customization of the ACT® Software Program. It is my understanding that Mr. Mahler provided a top-notch training experience. The staff came away from the training with a new set of skills that will continue to enhance the high level of customer service that has come to be expected from my office and staff.

The time Mr. Mahler took to customize the database at our downtown office was very valuable. It appears that my staff is adjusting nicely to the new program, in part to the expertise in both the areas of trainer and user that Mr. Mahler possesses. It is a welcome note to know that he took the time to understand the needs of the Legislative Affairs Division *before* making recommendations regarding the customization of the software.

I would strongly recommend Mr. Mahler as an ACT® Software Program Trainer. If my office can provide any further information regarding Mr. Mahler's services please do not hesitate to call on us.

The best contact at my office is Mitziken Dunn, my Legislative Liaison. She can be reached at (614) 728-4709 or mdunn@sos.state.oh.us.

Best Regards,

J. Kenneth Blackwell
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May 22, 2003

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

Ken,

Thank you so much for the training session of May 15th. We wanted to acknowledge the fact that you did a wonderful job. The training you provided is an invaluable tool in our organization. We now have a much broader insight into the capabilities of our ACT! system. We found you to be courteous, intelligent and informative. The training we received will afford us opportunities to be a stronger and better organization.

Sincerely,

Cheryl Coors
Coors Executive Resources, LTD