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March 8, 2005

Oliver Parson
President
Opti-tech, LLC
614 Knollwood RD
Severna Park, MD 21146
United States of America

Dear Oliver,

Computer system upgrade

We contacted Opti-Tech and requested that they take a look at our current business technology processes. During this meeting Opti-Tech conducted an evaluation of our current situation, and then proceeded to explain in understandable language several ways that we could move forward. We knew we had to do something because our current system was residing on a Windows NT 4.0 Server platform and our backup systems were not functioning properly. In addition, there were a number of other systems, databases and critical applications that were dependent on our Windows Server. Opti-Tech decided that the Windows 2003 Small Business Server installed on a new Dell Poweredge 2800 Server, with the necessary add-ons would more than provide us with the best solution for our business model.

Opti-Tech concluded that the best way to implement this upgrade was in increments as a migration. This allowed us to carry on our day to day business with minimum interruptions. They alerted us that our firewall was running on an older version, and during the upgrade had the manufacturer send us a new replacement for our existing one at no additional charge. They also saved us on charges that would have been incurred by our networked Copier, Fax and Scanner machine, by learning the configuration and setup process for it. We normally would have paid for this in addition to our maintenance contact. They also did not charge us for every single issue that happened.

At one point during this migration our area experienced a snow storm right around close of business on a Friday, and Opti-Tech showed up to continue its task and informed me they would be back on Saturday. Their staff was honest, courteous, responsive and experienced in their field, and I would recommend them to anyone for their business technology needs or support.

Best regards,

Stacey Nicholson CIC, CPCU, CRM, LUTCF
President
CNR Insurance, Inc.

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