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RASSEMBLER LES GENS ET L'INFORMATION

January 13, 2002

Re: Letter of Recommendation

To Whom It May Concern:

It is with great pleasure that I write this letter of recommendation for Russ Lombardo, whom I have had the privilege of knowing for past several years.

Mr. Lombardo has been instrumental in the growth and success of Source 1 Consultants. His work on Customer Relationship Management has been very valuable for our firm. His three-part series on how to successfully deploy a CRM system was particularly useful for its timeliness and insight.

His participation as a keynote speaker at one of our seminars was a tremendous success.

I highly recommend Mr. Lombardo, without reservation, as a CRM consultant. He is customer-oriented and always available when you need him.

Should you wish further information, please do not hesitate to contact me at (514) 488-1300.

Yours truly,

A handwritten signature in black ink that reads "Frank Buell". The signature is written in a cursive, flowing style.

Frank Buell
President
Source 1 Consultants

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