



Thursday, May 25, 2006

Jim Heaton
President
VOX Wireless Inc.
36 Glengowan Rd.
Toronto, Ontario M4N 1E8

Dear Jim,

CIMTEK began to research leading Customer Relationship Management tools in the industry to support our growing business demands. We had short listed three CRM products but required a thorough understanding of the capabilities of each. In order to conceptualize the software features and integration with other software applications, CIMTEK received a recommendation to work with Vox Wireless.

Vox Wireless provided CIMTEK with numerous demonstrations of the MS Dynamics 3.0 product to allow involvement from different user groups within CIMTK. Each presentation was conducted with a consistent approach to the core functionality, unique features, user friendly interface and mobile capabilities, while balancing the needs of each user group.

CIMTEK engaged in a 30 day, fixed scope - fixed price statement of work that clearly defined the efforts and results for a CRM implementation.

Therefore I am writing this letter to thank the Vox project team for leading a successful implementation of Microsoft Dynamics CRM. Each of the project team members from Vox Wireless provided a professional approach to our needs by balancing the industry standards for a CRM implementation.

One of our key challenges was user adoption. Vox brought their skills to the table which allowed us to approach the business requirements in a simplified but yet powerful way to gain user adoption. Vox subject matter experts clearly articulated the best approach for configuration when mapping our sales process to the MS Dynamics CRM tool. The impact that CRM has made on our day to day activities is readily apparent and we have an immediate user acceptance level.

When we started this project we imposed a tight timeline on the project in order to deliver a high user acceptance level which drives the sales forecast report. Vox was able to meet the challenge and demonstrate their experience and excellence in CRM implementations.

Sincerely,

Karen Bramer
Director IT/IS