

Graham Templeton  
Managing Director  
Pennine IT Solutions Ltd

23<sup>rd</sup> March 2009

Dear Graham,

I would like to take this opportunity to thank you for the excellent Campaign Appointment Portal. Since implementation, the system has become an essential part of the service we offer to our clients.

The Campaign Appointment Portal provides our clients with clear real-time visibility of campaign results. It is easily accessible and very user-friendly for clients and staff. This tool provides us with a value added service which supports our professional telemarketing service and improves efficiency in our processes.

Both Doug and yourself have demonstrated a real understanding of our business processes and requirements and provided a perfect technical solution that meets those needs.

As we continue to expand our customer base, our in house systems become increasingly important. Without our online portal our services would not meet the requirements of the larger organisations we continue to deal with. As our company continues to grow, we feel that Pennine IT can provide us with the systems to streamline our processes and offer the very best service to our clients.

I would happily recommend you to any business that is looking to expand their services, improve processes, cut down on administration time and generally become more efficient.

We look forward to the implementation of the next system here at touchbusiness and to working closely with Pennine IT in the months and years to come.

Karen Hazlehurst

Managing Director  
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