

info@herainc.com

www.herainc.com

fax 314.289.6167

tel. 314.289.9202

April 29, 2009

Mr. Mike Smith
Miken Technologies
7790 Watson Road
St. Louis, MO 63119

Dear Mr. Smith,

My experience with Miken over the last several years has been a pleasure. From the person who answers the phones to the highest levels of management, every member of the Miken team is dedicated to ensuring my complete satisfaction.

Though I have had contact with many Miken employees, my interactions with Ed Anderson, Matt Cain, and Scott Clements stand out.

From my first contact with Miken, Ed Anderson's commitment to customer service has been unparalleled. Ed recommends solutions that keep our firm on the right "technical track", and his effective communication style keeps me informed about industry trends and relevant issues.

I have worked with a large number of talented IT professionals, and Matt Cain is among the best and brightest of them. Matt's comprehensive expertise and experience in a wide variety of technical environments is apparent in his ability to quickly understand, assess, troubleshoot, and resolve complex network infrastructure issues.

The foundation of my Miken experience is Scott Clements. I rely heavily on Scott and his twice-weekly onsite visits. Scott keeps our network running smoothly, handles a myriad of user problems, and keeps me in the loop regarding any open trouble tickets. Scott has an open attitude and is eager to acquire new skills to expand his technical skills as they relate to our network. He regularly does research on even minor requests to find the best solution for our situation. Many times, Scott has worked after hours on his own time find a solution. And, he does it all with his even-tempered and helpful manner, remaining calm even when others around him do not. In short, Scott is a pleasure to work with.

I look forward to continuing and expanding my relationship with Miken Technologies.

Best regards,

Health, Education + Research Associates, Inc.



Cindy Risman
Business Operations Manager

Laboratory

Programming

Planning

Consulting

14 N. Newstead

Suite 200

Saint Louis

Missouri

63108