

Gerald Shtull & Associates

February 20 2009

Sean Mulcair & Ann Marie Gloutney
Gradient Solutions Mulcair & Gloutney Inc.
346 Sugar Bush
Hudson Qc J0P 1H0

Dear Sean and Annie,

During 2008, two of MIHI's products were implemented at our offices. We began with **ESP™** in the summer of 2008, followed by **CLIPS™** in September 2008.

When Sean came in to our offices to introduce **ESP™**, he enabled me to plan out the steps I'd need to follow over the next three years. It was a challenge to put thoughts down on paper, but the tools provided and Sean's involvement made the process a lot easier.

CLIPS™ was installed in the fall – Ann Marie's straightforward and methodical approach to transforming how we currently work was welcomed by my team. We are using the steps she introduced that week and the biggest impact has been on how we use our computer system. We are able to see what the file status is at any time and our weekly meetings have some structure that makes us accomplish a lot more in less time.

The team at Gradient Solutions offer innovative ways to find solutions to making your business work more effectively and efficiently.

Sincerely,

Gerald Shtull
President
Gerald Shtull & Associates