

Ascom Hasler
Mailing Systems, Inc.

ascom *The new standard of excellence.*

17 November, 1993

Dear Sir or Madam:

As the software manager for scale products at Ascom Hasler Mailing Systems, I have had the opportunity to utilize MicroTools, Inc. as an added value resource to develop software for our new line of scale products.

MTI was contracted on a fixed price base to design and implement software for these products based on a preliminary specification provided to MTI by Ascom. This arrangement took advantage of the in-house knowledge of the product requirement without added overhead of staffing up to develop the software.

It is my opinion that MTI has done a superb job in the design and implementation of the software especially in the area of meeting the specification requirement. MTI has constantly offered alternative solutions and recommendations to improve the product and yet has remained very close to the original scope of the specification and the cost.

Sincerely,



Fetneh Eskandari
Software Manager,
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