

Hartford Division
Emhart Industries Inc
123 Day Hill Road PO Box 700
Windsor CT 06095

EMHARTGLASS

To whom it may Concern:

Micro Tools has worked with Emhart Glass to develop a real time control application for a servo mechanism which we use on our machine. The real time mechanism control processors were linked together using a LAN which allowed central data display and manipulation of all the data related to these mechanisms. The software effort required knowledge in real time control, LAN communications, and Operator interface and display. Beyond software expertise, this application required micro processor and servo mechanism hardware knowledge. Micro Tools was able to bring to bear sufficient knowledge in all of these areas to successfully complete the project on time.

Micro Tools offered a fixed priced bid for the project. This was a unique (for our Company) method of contracting outside software services as we have generally contracted on a time and materials basis. This method worked very well for us. It allowed us to understand the total cost of the project up front with no overruns. It also forced project definition up front using a software requirements document that Micro Tools prepared after initial definition was provided by us,

Overall we are pleased with the work that Micro Tools has done for us. The fixed price bid method has allowed us to plan our expenditures and enforced good design / document practices. I would recommend their company and am pleased with the work they have done for us. We will definitely consider them for work in the future.

Sincerely,

Timothy J. Liska
Manager Controls Development
Emhart Glass R&D
123 Dayhill Road
Windsor, Ct. 06095