



April 25, 2001

To Whom It May Concern:

I wish to highly recommend Mr. Jon Seidel as an IT management consultant. His depth of experience and understanding of both business issues as well as the proper application of technology has proved extremely valuable to Clarent over the last two years.

First, and foremost, Jon served as an executive coach to me as I started my service to Clarent and began building what is now a worldwide IT department. His coaching in such areas as corporate communication, defining IT's mission at Clarent, and staff organization helped make my IT organization one of the most respected departments in the company – something that cannot be said of many IT departments.

As Clarent grew quickly and faced scalability issues, he was assigned the task of streamlining our quote-to-cash process. Jon headed up a staff devoted to this project. As his staff worked through the business process issues in such obvious areas as Order Flow, his services became in high demand in other areas of the company. Examples of this are the work he did helping Engineering with their process for taking in enhancement requests and Tech Support with gaining better visibility into support contracts. Many of these processes became automated in systems deployed by IT, and his staff seamlessly handed these off to IT and worked as partners through their implementation.

Finally, Jon successfully headed up our Y2K task force. In this capacity he not only ensured that all of our IT systems were compliant and contingencies in place, but also worked with Engineering to test and certify our product. The confidence this gave our customers resulted in several sales for Clarent.

As you can see, Jon's skills and experience are both diverse and deep, and he has my highest recommendation.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Blumhorst', written over a white background.

David Blumhorst
Sr. Director, Information Technologies
Clarent Corporation