



September 16, 2003

Dear Sir or Madam:

Over the past three years I have had the pleasure of working on various projects with Mr. Jon Seidel in several professional capacities. During that time I have developed great respect for his technical and managerial expertise and experience, as well as his high standards of professionalism and ethics.

Mr. Seidel consulted to our firm in the execution of challenging and time critical engagements for the military, and as the project leader for business process reengineering initiatives for corporate clients. In each case his individual contributions and his interpersonal and leadership skills were a significant factor in the successful execution of the engagements.

I have also had the opportunity to participate with Mr. Seidel conducting professional workshops in which he exhibited an extraordinary ability to simplify, articulate, and effectively communicate complex concepts to diverse audiences.

Additionally, the Institute of Management Consultants recognized Mr. Seidel's competence and professionalism when they awarded him the title of Certified Management Consultant. His work is exemplary and I could have no greater privilege than to work with him again in the near future.

Sincerely,

Ericka Hansen Bryant  
President and Chief Operating Officer  
Encompass Knowledge Systems, Inc.