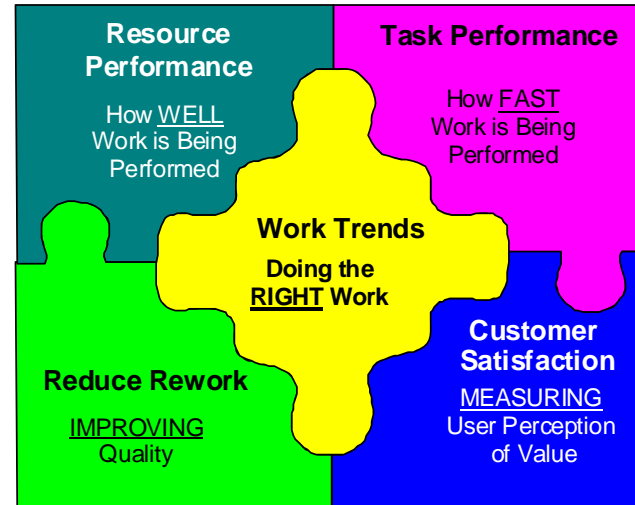


# Customer Testimonial Overview



This document contains customer testimonials which demonstrate how CAI's Legacy Application Support service and ITSM Tool, Tracer, achieve the benefits stated in the Performance / Productivity puzzle shown above. The puzzle pieces represent the fundamental elements of an "IT Balanced Score Card" where all the forces governing true "IT support excellence" are in state of dynamic balance.

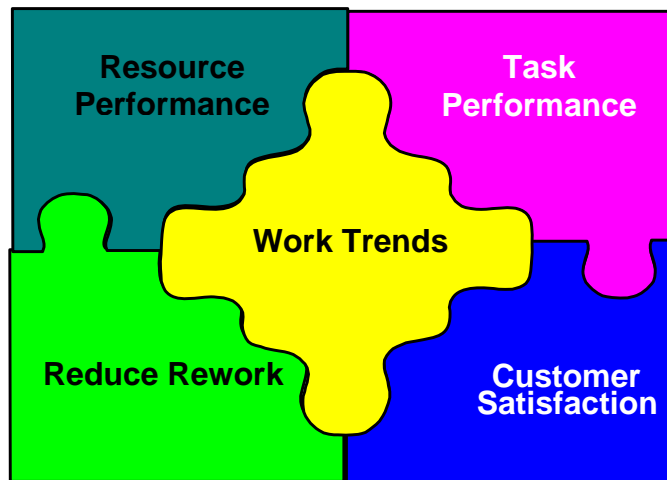
It is important that we understand that true "IT Support Excellence" is not only about a improving productivity and lowering cost. Productivity is only one measurement which indicates the speed (volume and velocity) of work being completed. It does not indicate "How Well" that work is being performed against SLA's or the "Customer Satisfaction" with the work being performed, or if the increased speed is causing a quality problems as measured by "Rework". Lowering cost can be simply accomplished by reducing staff, but with what **consequences and impact** to the business users?

True "IT Support Excellence" is a balance of "**Speed, Performance, Customer Satisfaction, Reduced Rework and the ability to Focusing on Strategic Work (Enhancements & Maintenance)**". The Customer Testimonials contained in the download file section provide a practical "real world" demonstration of the balance between all these "IT Support Excellence" forces in actual application support environments.

# CONGRATULATIONS !

**The Progress Assessment indicates that your organization has achieved Level 2 of maturity!**

Except Maintenance group which walks on water!



AUTOMOTIVE PRODUCTS  
Wilmington, DE 19898

December 5, 1989

Computer Aid, Inc.  
Ernie Dianastasis  
The Fairville Forge on Kennett Pike  
PO Box 997  
Mendenhall, PA 19357

Dear Ernie:

This memo is to acknowledge the superior performance of the DCS support group, headed by Mr. R. C. Anderson of your staff.

During the past year Mr. Anderson's team has met or exceeded all quality and performance goals set for them.

Significant performance indicators include:

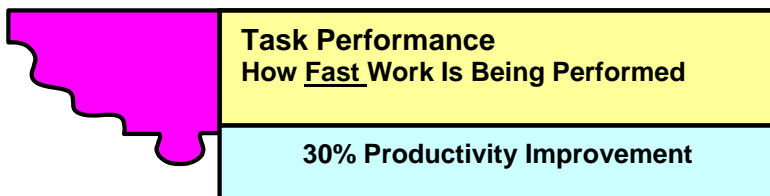
- 50% reduction in the cost running the DCS batch network.
- System BOMBS reduced from 40 to 50 per month to 0 to 4.
- 4 to 5 times the number of system enhancements successfully implemented than had been prior to your team assuming responsibility for the DCS system.
- Where at one time we had a hostile user environment we now have users who feel their needs are being met. It is evident that there is a genuine concern for the DCS customers on the part of all members of the support team.

In short, Ernie, the efforts of our team have made and continue to make a significant difference to Du Pont.

Job Well Done...

Sincerely,

John K. Emond  
Manager Technology and  
Departmental Systems



**Better Things for Better Living**

# CLIENT INTERNAL AUDIT REPORT

**Note:** The actual client's name has been removed and replaced with the word "Client."

**From:** Bob Anderson, Inventory Control (ICS) Team Leader  
**Re:** Client Internal Audit

## Overview

Periodically Client conducts internal audit reviews on specific business functions within the corporation. In January 1997, Client Systems Services management notified us that Computer Aid, Inc.'s ICS Support Team (Inventory Control and Material Movement Applications) and Client Materials Systems Team (Bill of Material, MRP, and Production Scheduling) would be the subjects of an internal audit. The internal audit department is a corporate function that does not report to Systems Services, but rather it reports directly to Clifton E. Osborne, CEO of AMP. As can be seen by the distribution list, the audit is reviewed by all Client Corporate Executive Management and Systems Services Senior Management.

## Brief Background

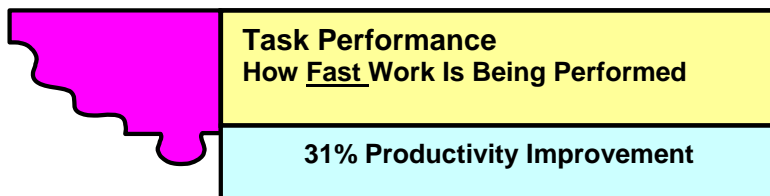
The ICS Team (CAI) supports 19 Client divisions at 85 locations throughout the United States and Mexico with \$6 billion annual sales revenue. The Inventory Control applications are considered "Strategic Systems" by Client. The CAI Managed Maintenance contract represents the first time in Client history that strategic systems have been outsourced to a Managed Maintenance provider.

There are approximately 3,500 on-line users operating 24 hours a day for 7 days a week. CAI's ICS Team supports 24 application systems. That support represents 1100 programs involving 4.5 million lines of code, operating on 6 separate (networked) CPU's.

CAI's ICS Team is composed of:

- 1 Team Leader
- 6 Analyst Programmers
- 1 Process and Quality Assurance Associate

**Note:** The CAI team is 25% smaller than the Client team it replaced. In addition, during the past year, the number of Client locations supported by the team has increased from 65 to 85 locations. This represents a 31% increase in location support without the need for additional staff.



# CLIENT INTERNAL AUDIT REPORT

Note: The actual client's name has been removed and replaced with the word "Client."

Page 2

## Audit Process

The audit was conducted by two internal auditors over a four-week period. During this time, an in-depth review was conducted of the following areas:

- 1) Service Request Procedures from the time a request was made by the user until final implementation
- 2) System/Application security
- 3) Examination of source code/object code libraries, both on the development CPU and on the six production CPU's (consistent naming conventions, no duplicate source code, version control)
- 4) Document (paper) flow on all maintenance processes into, through, and out of the ICS department
- 5) Source code examination for adherence to Client corporate specification and coding standards
- 6) Quality assurance and production implementation procedures
- 7) User notification of production implementation and application documentation updates

## Audit Results

During the audit of CAI's ICS Team, there were only a couple of minor points that the auditors mentioned. Additional approval signature lines were needed on two internal documents. These issues were corrected during the audit. Therefore, they were not mentioned in the attached audit report.

The audit comments mentioned in the report were directed to the Client Manufacturing Production Systems support team.

During the audit exit meeting, the auditors made a point of saying that the ICS team had some of the best process control procedures that they had seen within the Systems Department. The auditors also suggested to Client System Services management that other departments adopt CAI's Managed Maintenance process.



Date and time 10/17/96 13:18:14

From: Sheila S. Beck  
C/CBG "Our most important connection is our Customer.

To: Robert Anderson  
Team Leader/Inventory Control

Subject: Customer Service

Hi Bob,

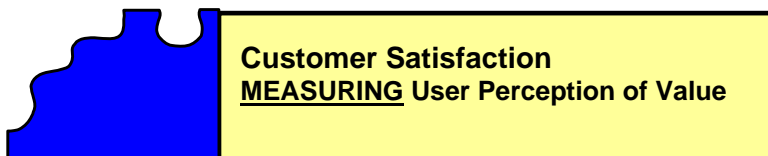
Just a note to comment on the service I get from your area. I know sometimes I am not an easy customer, because of being in the current environment of "doing, more, better, faster, with fewer, for less, more accurately, globally", but I do appreciate the response and help I get from your team, that helps me do all of that !!!

Hiten, Dan, Mike and Angela always help me promptly and they never have on their audix to send them a PROFS note or ask me to send a PROFS note before they will help me or respond to me. Also, they try to help even if it is not their assigned area. I am embarrassed to say it, but I think that I actually get better response from your team than I do when I call a "regular" AMP person in similar positions. They treat me like a customer not a problem.

I also want to mention, that I like the attitude, of "lets look at" and see what we can do versus "we can't/don't do that". Its refreshing and offers a lot more opportunity for improvements and savings!!

Thanks again to you and your team.

Sheila Beck





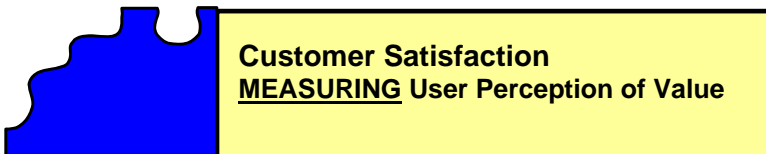
Date and time 10/17/96 13:17:10

From: Dennis Myers  
Team Leader Shop Floor Control/Inventory Control

To: Robert C. Anderson  
Team Leader/Inventory Control

Subject: Customer Service

I would like to express my appreciation for the level of satisfaction you are providing to our users as expressed by Sheila Beck in her note. I have just spoken to her personally to thank her for the feedback and she reiterated her delight. To often in this business we only hear the negative and have to settle for no comment as an expression of satisfaction. Thanks and keep up the good work.





Date and time 10/21/96 10:48:55

From: George R. Spayd  
Manager, Manufacture Production Systems

To: Robert Anderson, Denny Myers, John Ulrich, William L. Johnson,  
Robert S. Morris, John Orłowski, Doug Kime, Bill Saltzer, Karen  
Baer, Rick A. Emery

Subject: Outstanding Month!

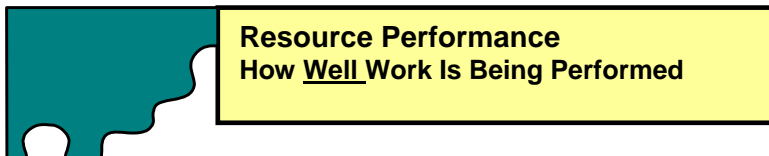
Please circulate. We are getting better. Keep up the good work.

From: Rich Hacker  
Manufacturing Systems

To: George Spayd  
Manager, Manufacture Production Systems

Subject: Outstanding Month

Great job on Critical App availability this month! Only **32** minutes down for all of manufacturing systems!!





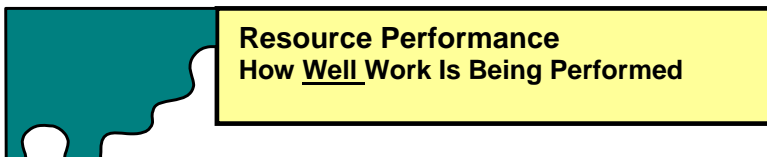
Date and time 10/17/96 13:22:40

To: SFC and IC Teams  
From: Dennis Myers  
Team Leader Shop Floor Control/Inventory Control  
Subject: Excellence Measurements for June 1996

Congratulations on another excellent month, especially considering the Reorg! Consistency is the name of the game and we have been showing very good trends so far this year. Once again I am proud to pass along our numbers, your effort and standards of performance are obvious in our results.

To: George Spayd, Robert Anderson, William L. Johnson  
From: Dennis Myers  
Team Leader Shop Floor Control/Inventory Control – Mfg Prod Sys  
Subject: Excellence Measurements for June 1996

This was due last week but I guess it got buried in the post reorg confusion. To keep it simple, Warranty and Target Dates were both within conformance, there were no implementations thus no Post Implementation Problems, there was **"Zero"** Critical Application downtime. Abends were up slightly as expected with reorg prep, according to my calculations (I haven't gotten the reports yet), overall Batch Abend PPM was 303.4 and overall On-line PPM was 11.3 still very good considering the reorg and well within the limits.





Date and time 10/17/96 13:20:48

To: Robert Anderson  
Team Leader/Inventory Control

From: Randy Linville  
Import Operations

Subject: HP Problems

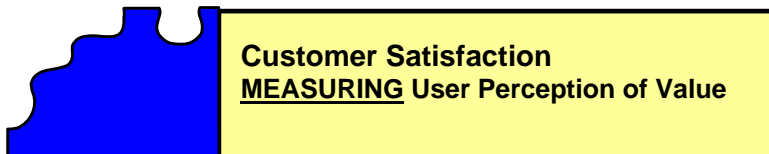
Thanks for the help.

The Import Operations has experienced an HP problem this evening that has had the HP system down for at least 5 hours. I contacted Network Control on t the problem between 4:30 and 5:00 and told them that our system was not responding. We thought the problem was fixed but I called again and explained that the problem was not fixed. After about 45 min. to an hour I placed a call to Tim Wagner at home, who works for systems and told him of the problems I have been experiencing since I had not heard from network for about an hour. Tim had placed some calls to a tech and Bob Anderson.

I received a few calls back from network and they could not find any problems but said they would keep working on it. Systems tech Phil Weist called to try to help out but it was not a problems o the systems side.

Network contacted me again and I then went to the building-wiring closet to see if they could talk me through any problems there. Nothing was found there and they told me they would call me back. Bob Anderson had called me to see if anything was resolved and I told him of the problems I have been experiencing. Bob had placed numerous calls and explained the problems and noted the down time we have had. After these calls Network sent a technician to our operation. The technician explained that there was a loose connection and he fixed it in a few minutes.

Bob Anderson and Tim Wagners help on this problem should be commended. Bob had insisted that someone from Network come to our facility and work on this problem. If he had not done this the 5 hrs of down time would have been more. Bob and Tim have been very helpful to this Operation in providing excellent support tonight and also in the past.





Date and time 10/21/96 11:14:36

To: Robert Anderson  
Team Leader/Inventory Control

From: Dennis Myers  
Team Leader Shop Floor Control/Inventory Control

Subject: **Great month on batch abends as well!**

**That's us he's talking about! Congratulations, keep up the good work.**

To: Rick A. Emery, John Ulrich, William L. Johnson, Robert S. Morris,  
John Orłowski, Denny Myers, Doug, Kime, Robert Anderson, Bill  
Saltzer, Karen M. Baer

From: George R. Spayd  
Manager, Manufacture Production Systems

Subject: **Great month on batch abends as well!**

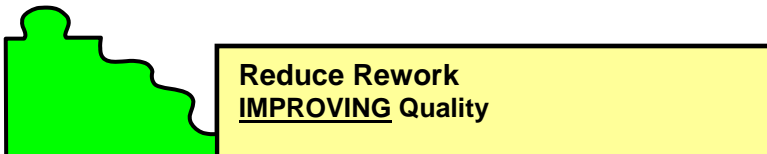
**We are on a role. Let's keep it going. Thanks. Please circulate**

To: George Spayd

From: Rich Hacker  
Manufacturing Systems

Subject: **Great month on batch abends as well!**

**Good progress! Exceptional progress by Denny's teams!!**





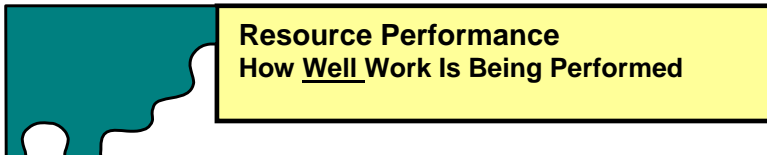
Date and time 7/10/96 10:45:45

To: Tim Wagner, Hiten Negandhi, George Spayd, Danny Maalouf,  
Robert Anderson

From: Dennis Myers  
Team Leader Shop Floor Control/Inventory Control – Mfg Prod Sys

Subject: Reorg Effort

Now that the dust has begun to settle (I think), I would like to personally thank each of you for your efforts and sacrifice of time over the holiday weekend. I think that although things were a little hectic on Monday, that considering the magnitude of changes that were made, we did astonishingly well. Once again I want each of you to know how much I appreciate your efforts and the excellent job you all have done. If I missed anyone who helped out over the weekend please share this with them. Thanks.





Date and time 10/17/96 13:23:43

To: Robert Anderson, Inventory Control Team Leader

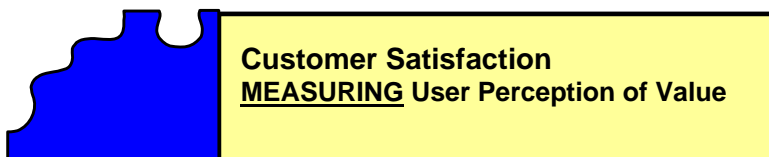
cc: Larry Myers, George R. Zelnick, John Hummel, Hiten Negandhi,  
Denny Myers, Robert W. Tedder

From: Bill Blythe  
ACBG Information Systems Department

Subject: PICK CARDS ON PRINTEK PRINTER

I checked with Bob Tedder in the Shipping department and he says they are using the Printek triple-path printer to print their Pick Cards on and are having no problems. The cards all line up properly and everybody is happy. I know that George, Hiten and Bob all worked on the problem of alignment several times before Hiten questioned the need for the bar code. Removing the bar code took care of the problem and makes the cards print faster. Thanks to everyone who worked on this and got us in business. We hope to move the HP printer out and replace our last 2631B with it and make Larry happy, too.

Thanks!  
Bill





Date and time 10/17/96 13:17:45

To: Robert C. Anderson, Richard F. Hacker, Mark Anderson, Denny Myers

From: George R. Spayd  
Manager, Manufacture Production Systems

Subject: Customer Service

Please, ask your team to accept my thanks for doing a very good job providing service. I am aware of their efforts even though I do not get to 3705 very often. Also, I appreciate the effort you have put in to build a quality Team.

