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Mr. Tony Saadat, CEO  
EOS International  
One Carlsbad Research Center  
2382 Faraday Avenue - Suite 350  
Carlsbad, CA 92008-7258

Dear Tony:

I wanted to take this opportunity to tell you how very impressed I was with our training earlier this month in Carlsbad. I really can't praise your staff highly enough. Claudia Linquanti was so organized, knowledgeable and pleasant to work with. Charles Wood and Jeff Smith were also extremely helpful. I never once heard anyone say that any of our questions or requests were ridiculous or impossible. It is truly wonderful to work with people who have such an open attitude toward developing their product in the ways their clients are heading.

And of course, I would be remiss if I didn't mention how kind it was of you and your family to pick us up at the airport, take us to lunch and brunch, and generally take us under your wings. The lunches during training were both delicious and served as such a good way to get to know the EOS staff we'll be working with. And of course, Charles Wood provided us with excellent transportation back to the airport.

By the way, the follow-up to our visit has also been impressive. Claudia answers emails and phone calls extremely promptly and has provided us with everything we've requested in a very timely manner. I am so much looking forward to our implementation!

Sincerely,



Cynthia Whitt-Covalcine  
Library Director

CWC/as