



THE UNIVERSITY CLUB

LIBRARY

January 27, 2006

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

Dear Mr. Saadat:

As you know, The University Club Library is a new client for EOS International. One of the things that helped us to make our final decision was your excellent reputation for a commitment to customer service. We have now experienced that commitment first hand (for what I trust will be the first of many times), and I wanted to let you know how pleased I am.

Over the last week, our Technical Services Librarian Maureen Manning has had numerous interactions with Edwin Antonio at EOS. This involved a problem that we were having in forwarding to EOS the sample database that had been prepared by our present vendor, and which was residing on our UNIX server. Mr. Antonio could not have been nicer or more persistent in his efforts to solve the problems that we were having. He spent a great deal of time on the phone with Ms. Manning (and no doubt additional time on his own) working to get the issue resolved. There appears to have been a successful outcome as of yesterday, and I just want to commend Mr. Antonio for his perseverance and his helpfulness.

If this is indicative of the level of service that the EOS staff provides, we look forward to a long and happy relationship.

Sincerely,

ANDREW J. BERNER
Library Director & Curator
of Collections