



*IBM Global Services
Business Recovery Services
300 Long Meadow Road
Sterling Forest, NY 10979*

Mr. Randall Munson
Creatively Speaking
508 Meadow Run Drive SW
Rochester, MN 55902

Dear Mr. Munson:

To exceed our customers' expectations and requirements in an environment of fast paced technological advances and business automation, I/T professionals MUST explore solutions development with open minds and creativity.

On several occasions, IBM BRS has had the pleasure of hearing your presentations. Presentations like "Success Through Creativity" and customized presentations such as "Mission Impossible - Made Possible" have helped **equip us for success in the ever-changing business environment we face.**

It takes the right team of people with the right skills and tools to be successful in business. **Each presentation showed us the right tool of CREATIVITY while keeping perspective in the light of humor.**

Thank you for showing us how to tap into the creative ability that naturally exists within us all.

We hope you will consider speaking at future meetings at IBM BRS as we look to continue the momentum for the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert M. Taranto'.

Robert M. Taranto
Manager, Distributed Systems
IBM North America