



Process Improvement Dedicated to Productivity and Profitability

January 24, 2008

To Whom It May Concern:

It is my pleasure to recommend to you the company Up and Running.

We have been working with Up and Running for almost two years. During that time they have shown to be extremely competent professionally, and, just as important very customer focused.

Our projects with Up and Running are for database and internet management of internet surveying services for our clients. As you can imagine the first rule is do no harm. In that regard, Up and Running personnel are able to assess possible problems and prevent them from happening. As an example, there was a specific issue concerning emailed surveys being regarded as spam and being sent back to my client swamping them with undelivered mail. Not only would this have ruined the survey methodology, it would have incensed the customer. Pete Hansen worked with the customer's IT personnel, found the solutions, and prevented a major mishap.

Up and Running is a terrific company; one that we plan to work with for a long time.

Sincerely

A handwritten signature in black ink that reads "Karen Hamilton". The signature is written in a cursive, flowing style.

Karen Hamilton
CEO & Principal

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