



May 05, 2004

Sébastien Carpentier

Contek, Inc.
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Sébastien,

I wanted to take this opportunity to tell you how pleased we are with the LABsys software packages. The install and training has gone very well and everyone is excited about using the software. By far this has been one of the smoothest installs of software that we have had.

During the install and training both our IT and Technical Service people were amazed at how quick Contek responded to any changes or modifications required to make the software more user friendly for imi. We are certainly not use to such quick response from our other software vendors.

Everyone from imi is impressed with the working knowledge of all the Contek staff and their understanding of the mix design process and actual performance data that we use. It is easy to see that Contek not only understands the software issues, they also understand the day to day issues we deal with in the field.

All of us at imi look forward to a very rewarding and long partnership with Contek.

Sincerely,

John Vaughan

John Vaughan
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