



October 15, 2001

To Whom It May Concern:

Larry Bangs has worked with Robinson, Muenster Associates, Inc. as our Chief Operating Officer on two separate occasions over the course of the last two years.

When Larry joined us in early 2000, we were in the midst of a crisis of unknown proportions. We had acquired an apparently compatible company a few months earlier and were struggling to assimilate the new partnership as well as the work they brought with them. Larry recognized right away that the acquisition was doomed to failure and he very skillfully led the company and myself through a process that resulted not only in the successful dissolution of the partnership, but also a small profit derived from the sale back.

Unfortunately, it was too little too late. We had invested heavily in new technology to support a major client brought to us by the acquisition. The project was a financial disaster and we were forced to seek the protection of the bankruptcy court. Again, Larry answered the challenge and was invaluable in putting together the numbers and the plan and participating in the difficult negotiations with our bank that allowed us to save the company. I am happy to report that we have since been successful in working our way out of the bankruptcy.

More recently, Larry has helped steer us through yet another crisis. The economic slowdown combined with a temporarily disabling health situation for myself has put the company back in a somewhat precarious position. Larry led the management team, in my absence, to the painful decisions that had to be made to get the company back inside our revenue making capability. Unfortunately, it meant letting Larry himself go since, as he pointed out, his position is not essential to the direct production of our product and services. I regret that very much even as I understand the necessity of his decision.

Larry's advice has always been clear and to the point and nearly always accurate – even when I didn't want to hear it. Whenever he was given a project of any size or complexity to manage, I knew it would get done. He has never let me down. He has been a great friend as well as trusted and highly skillful business partner. I recommend him without reservation as someone worthy of the highest trust both as an executive and as a business coach.

Sincerely,

A handwritten signature in dark ink that reads "Jim Robinson". The signature is written in a cursive, flowing style.

Jim Robinson
President & CEO