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Schering-Plough

Sonim^6 Inc.
c/o Simon Levesque
85, King Edward,
Longueuil (Québec)
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Dear Mr. Levesque,

I want to take this opportunity to express my immense gratitude for your support in the creation and the launch of such a strategic computer platform for our company. Your team was there at the beginning of the project three years ago and was certainly invaluable when the launch date was moved up by at least three months.

Overall, I want to highlight some of the reasons why I feel that your team's support was instrumental to the success of the project:

1) **Offering Guidance**: Although we had some pretty definitive ideas of the technology that we wanted to use, your team did not hesitate to offer alternatives and inform us of the potential pitfalls and strengths of the options.

2) **Flexibility and Adaptability**: The direction and scope of the project changed several times but your team took the changes in stride and quickly took on the required new course of action. When we faced a problem, your team was quick to adapt processes to make it happen. For example, creating the weekly helpdesk logbook to help my team address issues with their users.

3) **Dedication**: Obviously, the success of this project was important to us but we really felt that your team was in line with our priorities. Answering helpdesk calls at 10PM during a mission critical stage was not part of the contract (per se) but definitely sped the transition of our leading users to the new system.

4) **Business Acumen**: Needless to say that it is critical to understand the underlying business need for the application but also to understand the type of user that will eventually rely on the application. Your team at Sonim^6 was very quick to comprehend our business and to design a solution that met the needs of the users. This is a unique software offering that could not be pulled "off the shelf", which made understanding the business processes even more important.

5) **Results Oriented**: At the end of the day, the most important aspect in a project is a dedication to "getting things done". I believe that your team really took the results to heart and wanted to make sure that we all succeeded in the project. When our project timeline was compressed by three months, your team rolled up their sleeves and made sure that we met the timelines necessary.

It is important to note that we have worked on other successful projects together with similar outcomes. However, the strategic nature of this project further highlighted the strengths of your team.

Please feel free to share this letter with prospective clients. I also leave an open invitation to contact me directly if there are any further questions.

Best regards,

Chad A. Jarema, C.A., M.B.A.
Director, Specialty Services Group