



**British Columbia
School Trustees Association**

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December 28, 2006

To Whom It May Concern:

It is my pleasure to write this letter of referral for Mr. Kerry Gullins and his team at IOS Consulting Group.

IOS has been providing the British Columbia School Trustees Association (BCSTA) with AccPac Plus support since July 1996. In May 2006, we began the process of converting to Adagio, a windows-based product, and IOS is now supporting both of these software platforms for us.

Over the years, we have presented IOS with numerous challenging problems. They have been able to resolve each issue in a professional and timely manner, have kept us operational in untenable situations, and on many occasions provided a level of service well beyond their scope of providing AccPac/Adagio support.

For instance, due to the improper set-up of our accounting department's computers and network by another consulting firm, we had continual accounting data corruption errors. IOS kept us running during that period, showed up as needed to rectify errors, and worked well past midnight on more than one occasion. Although IOS did not support our hardware or network, Mr. Gullins suggested improvements that would alleviate the conflicts responsible for these errors. Once we implemented these recommendations, the errors ceased and we saw a dramatic improvement in the efficiency of our accounting systems with a corresponding decrease in the department's workload.

As a non-profit organization, BCSTA has limited funds. IOS is conscientious of that fact, and works to provide an appropriate level of service. This has manifested itself in a number of ways:

- On occasions when software support is required, IOS takes the time to show me and my staff how to streamline procedures, and provides us with tips, shortcuts, and other training to enable us to become more self-sufficient.
- Mr. Gullins works to resolve a problem, but does not implement any needed corrections himself if we are able to do so.
- Mr. Gullins invests countless hours researching his products to ensure that his team can provide top-quality support. As a result, his clients are not paying for them to learn "on the job."

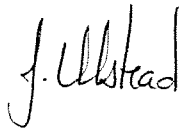


- Mr. Gullins only recommends products that he believes will be beneficial to our organization.
- Mr. Gullins has been able to negotiate reduced rates on our behalf with software providers, and has also been able to negotiate refunds where I have been unsuccessful in doing so.
- IOS is continually finding ways to improve their level of customer support. For instance, with the addition of remote access software to our accounting system, the need for in-person consultations, and the costs associated with them, has been greatly reduced. Additional benefits result from having better access to support when the need arises, and from having an effective training tool at our disposal.

In short, Mr. Gullins understands what we do, how we do it, and therefore, the best way to proceed on any given project or problem. His work is thorough and methodical; he never takes short cuts; and always ensures that his work is properly backed up and documented, and that our data is secure. Mr. Gullins is knowledgeable, reliable, conscientious, and innovative, and has proven to be so over the long-term.

I would therefore recommend, without reservation, Mr. Kerry Gullins and his team at IOS Consulting Group.

Sincerely,

A handwritten signature in black ink that reads "J. Olstead". The signature is written in a cursive style with a large initial "J" and a long, sweeping underline.

Jodi Olstead, CGA, BAccSc
Manager, Finance & Administration