

# Memorial Hermann

HEALTHCARE SYSTEM

September 25, 2002

To Whom It May Concern:

In October, 2001, we began a process to restructure our reprographic assets. At the time, there were 500+ copiers from five vendors, located at more than 25 facilities throughout our system. After forming an internal team to review the various options available, we decided that having inside knowledge of the industry would be critical to this project's long-term success. After interviewing several potential consultants, we decided upon CopyWatch, and more particularly, Tom Jordan to lead this project.

CopyWatch was tasked with improving the quality of our fleet and lowering the overall costs for reprographic services throughout our organization. Their team spent a great deal of time gaining an understanding of our particular organizational culture, our existing cost structure and developing the necessary strategic plan that would lend itself to a successful project completion.

In order to ensure that Memorial Hermann Healthcare System would gain the best possible cost structure and the highest possible quality, Tom Jordan and CopyWatch developed the request-for-proposal (RFP), offered the information to all appropriate sources, analyzed the submitted data, managed the vendor presentations and provided intelligent deployment recommendations to all our facility executives. After deployment, Mr. Jordan has worked tirelessly to ensure that our selected vendor partner perform their transition duties as expected and has intervened on our organization's behalf in any disputes that have arisen with the vendor partner. Sixty days post project completion, we believe that we will exceed our five-year savings target of \$4,000,000 and we now have a fleet of 480+ new digital devices. Additionally, forty percent are networked and daily we are eliminating redundant printers and facsimile equipment throughout the organization.

As the largest not-for-profit healthcare system in Texas we always anticipate the highest level of customer service and professionalism from our vendor partners and consultants. CopyWatch and Tom Jordan have exceeded our expectations; I have no reservations with providing the strongest possible recommendation.

If you should wish to discuss this matter further, please contact me at (713) 448-4012.

Sincerely,



Dan Humphrey  
Vice President Supply Chain Solutions