

February 27, 2003

Bill Garcia
William Fletcher Garcia & Associates, Inc
Consultants
8376 Glen Highlands Dr.
Indianapolis, IN 46236

Dear Bill,

On your last visit to Greenville I thanked you for your efforts and successes at Datastream, you said "Put it in writing". Well, I have.

Thank you for being a change agent within our organization. Your Negotiation Training Workshops have delivered significant value. Your quarterly "Deal Review Sessions" continually cement this value. Briefly, we have seen great results around the following:

1. We are no longer afraid of the customer, including saying "no" when necessary.
2. We no longer "give, without getting"
3. We now know the value of what we give away and what we get in return.
4. We have "Raised the Bar", increasing margins and decreasing "days sales outstanding".

I have many examples of hard dollar victories and savings directly attributable to the Negotiation Training. Please don't use this against me, but you are a BARGAIN.

My advice to any of your potential customers is to agree to a longer-term plan than one negotiation session. Our folks benefited right from the first session, but the bulk of the "change" in their mindset came with constant feedback from management, as well as your customized quarterly visits.

Feel free to use me as a reference if the need arises.

Sincerely,



John Sterling
Executive Vice President
Datastream Systems Inc.