



Computer Sciences Corporation
Technology Management Group
ATT: Lisa Williams
5780 Powers Ferry Road
Atlanta, GA 30327-4390

PRORIZON still has
customers under
it's old name of
TeleConcepts

From: Ricky White
Director Service Delivery, Computer Science Corporation

To: Whom It May Concern

Subject: Recommendation of TeleConcepts' Comm-Plete Procurement System

Computer Science Corporation is in the business of providing outsourced desktop, LAN and mainframe support for major corporations with operations in more than 700 locations worldwide. One of our accounts is a top 10 insurance company with its North American headquarters located in Atlanta, GA. In early 1999, this account was having serious difficulty with its procurement process.

A key measure of CSC's contracted performance is in the form of Service Level Agreements (SLA). Under our SLA's we typically have only a few days from the time an order is placed to the time our customer must receive the items. The procurement company in place (one of the top four) consistently performed poorly. The most significant problems consisted of: 1) inability to routinely and completely fill orders in a timely manner; 2) frequently there were multiple invoices and packing slips for one purchase order and; 3) there was no accountability after the shipping company delivered the ordered items.

To resolve the problem we began interviewing other supply sources. Each of which was rejected because it was unable provide a solution to solve our major problems. However, TeleConcepts' approach was totally different from any other offering. They first took the time to objectively analyze our business requirements. In less than 90 days, they provided us a customized solution which made a very labor-intensive process into a manageable easy-to-use framework that significantly improved fulfillment turnaround. We've gone from making approximately 56% of our SLA's to more than 97%. I highly recommend TeleConcepts to any company who is genuinely interested in implementing a high touch, highly reliable approach to procurement and customer satisfaction.

Sincerely,

Ricky White
Director Service Delivery, CSC
404-307-7214