



Dear ImageSoft,

The final phase of our implementation is in place and everyone seems to be pleased, even those that were once naysayers.

Your team, as usual, was absolutely terrific in every way. I've been working for OJD for many, many years, but have never been a part of a rollout that had so few issues that it was almost boring after the first day. That speaks volumes for the quality of work by your team. I want to especially compliment Michelle, Darian, Dan and Joanne.

Joanne keeps the project in line just as a good project manager should. If I ever had a problem, she was right there to have the team analyze it and respond quickly. As a representative for your company, she is very good about making sure that the scope doesn't creep up to the ceiling, yet has enough flexibility to realize when an issue is really causing the customers so much pain that it is imperative to try to find a mutually acceptable solution.

Darian and Dan are tops in finding solutions to problems. Their response to our technical team has been great. Thanks for the many long hours during development and implementation.

I don't think that this project would have been successful without Michelle at the helm. We feel like she's a member of our family. The appellate group is very diverse, as you know, but Michelle's calm demeanor and gift of explaining technical complexities in a way that anyone can understand, made it much easier to gather the requirements and create a solution that meets our needs. Watching her in action when presented with a tough problem is such a joy. She gets that "faraway look" in her eyes and then suddenly, it's "I know how we can do that" and away she goes with a great solution.

The solution is working well - the judges are signing things electronically - the Supreme Court actually went into conference without any paper last week, and it worked for them. It's still too early to tell all of the efficiencies that the solution will eventually bring and there are a few things that could be enhanced, but on the whole, I think that we met the goals of the steering committee.

Thanks again for all of your support and for assigning such great resources to my project.

Diane Swint
Project Manager
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