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Scott,

I'd like to take a few moments and relate our experiences with On-Line! Detective so far.

The Detective was brought to our attention when a new member joined our technical support team. At first management was unconvinced that we would see a return on the investment, so we arranged for an online demo of the product. The demo was attended by almost the entire technical support team, and all came away convinced that the Detective would be a useful tool. With overwhelming support from the entire technical support team management had no choice but to purchase the product.

We received a pre-release of Professional Edition release 15 accompanied with a note saying that in an effort to expedite our order this copy was produced in house, because the production release was still at your duplication house. I found this to be very impressive, instead of sending us the currently release and expecting us to upgrade in the very short term, or worse making us wait for the software to return from duplication, someone took the time to produce a CD in house, and mail that to us.

Installation was a breeze, and soon we were starting to find needed information with the tool. The only experience I had with the tool was what I had seen during the online demo. But the tool is so intuitive that within a few minutes I was finding the information I needed. In the last few weeks we have used the tool as a reference for determining maximum configurations of our servers; determine that a VAR had sent us the wrong graphics card; troubleshoot a confusing LED pattern on a recently upgraded e4500, among other things.

Management has been so impressed with quality of information, and speed that we have been able to provide answers to their questions, that they are contemplating dropping hardware support on all of our Sun hardware. We feel confident that with the Detective in our corner the users will not notice a decline in service. Talk about return on investment!!

Sincerely,
Kevin Boyd