



February 6, 2004

Jack Shaw
4728 Stirling Court, NE
Marietta, GA 30068-1668

Dear Jack:

On behalf of Progress Software and Latin and North America Marketing, I want to thank you for participating in the *2004 Progress Americas Partner Kick-Off*. The Progress team appreciated the time you took to craft a presentation that truly resonated with our Application Partner audience. What's more, the additional personal time you spent meeting one-on-one with our partners to learn what drives their business made your final product all the more relevant.

The event was a tremendous success, as evidenced by the overwhelmingly positive feedback and evaluations we received. Here are a couple of examples:

"This was the best hour of education I have ever had. This presentation alone was worth the cost of the conference. I'd like to thank Progress for bringing in Jack Shaw."

"Jack Shaw was excellent, both presentation and content."

Jack, you did a stellar job, and I would recommend your services to any company looking to deliver a well-researched and hard-hitting message. Feel free to use me in the future as a reference.

Thank you again for helping to make our partner event a success.

Sincerely,

Ron Reed

Ron Reed
Country Manager, Canada
Progress Software