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December 27, 2000

The Resource Group
1400 Talbot Road
S., Suite 301
Renton, WA 98055
To Whom It May Concern:

The Resource Group has played a valuable role in the development of our current status with the Great Plains Dynamics accounting software. We presently use the General Ledger, Payroll and Direct Deposit, Accounts Payable, Inventory and Purchasing, Fixed Asset, and FRX modules. We are a specialized eye care medical service corporation, which has required a different Accounts Receivable/Billing module. Great Plains Dynamics software has provided us with the necessary tools to perform our accounting operations in a timely and accurate manner. It is very user friendly, and with the upcoming upgrade to version 6.0, it looks to be even quicker and easier access.

Our company began using Dynamics in 1996. At that time, we did not have adequate technical support on site to support system errors and problems we were experiencing with Dynamics. We were later to find out that our computer hardware specifications and B-Trieve settings were not at the level they needed to be to run Dynamics efficiently.

It was in June of 1997 that I met Marty Schillaci, and shortly thereafter began using The Resource Group for our technical support. They were the ones to help resolve our hardware and B-Trieve issues, eliminating system errors that had been a previous problem.

The Resource Group has assisted in the upgrade of Dynamics each year since 1997, and has played a key role in our decision to upgrade to the Microsoft SQL Server and SQL database. Their technical staff has visited on site for each of the upgrades, providing professional and courteous support. Their newsletters have been very informative. They provided their first annual customer conference in November of this year, which was very resourceful and a lot of fun.

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We have appreciated the prompt attention to our technical needs and the well organized call response system that The Resource Group has in place. It is with great pleasure that we recommend The Resource Group to anyone using Dynamics software.

Sincerely,

PACIFIC CATARACT & LASER INSTITUTE

Julie Bullock
Accounting Coordinator