

September 11, 2008

Julie Hayward
General Manager HTDMS
Document Conversion Management Inc.
184 St. David Street, Unit #2
Lindsay, Ontario K9V 4Z4

Dear: Ms. Hayward,

I am writing to give you an update on our current project with your firm. Since we engaged DCM Inc to help us earlier this year we have seen an excellent customer service and high quality work from the DCM team. When DCM team members have visited our site they have handled themselves very professionally and completed their onsite work quickly and efficiently with minimal disruption to the day to day operations of our department. We have had many drawing requests sent to the DCM team and all have been handled as quickly as possible and have resulted in the drawings requested being found usually within a day.

The HTDMS system being put into place will greatly assist our Facilities Planning and Facilities Engineering staff in locating both old and new documentation as needed. The previous manual system involved a fair bit of time to find the appropriate documentation for each request. The new system, which we have been fortunate to use while cataloguing is in progress, has all ready reduced the amount of time our staff has needed to find documentation and has provided the added benefit of finding all relevant documents in the same search.

To date over 19,500 paper drawings have been analyzed with another 25,000 yet to be done. As well, approximately 12,000 digital drawing files are also being catalogued.

I look forward to the “go live” date in October of this year. It is my expectation that our hospitals relationship with DCM Inc. will continue well beyond this initial project.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Ayres", is centered on a white rectangular background.

Robert Ayres
Facilities Planning
London Health Sciences Centre
800 Commissioners Road East
London, Ontario N6A 5W9