



February 24, 2005

To Whom It May Concern:

**RE: ORILLIA SOLDIERS' MEMORIAL HOSPITAL  
LETTER OF REFERENCE**

On behalf of Orillia Soldiers' Memorial Hospital, it is a pleasure for me to take this opportunity to promote the services of Document Conversion Management (DCM).

Over the years, OSMH has found itself in a position in which the facility's drawings were becoming tattered, difficult to read, and/or in danger of becoming lost, which led to a search for a company that could provide a service to incorporate, accurately record, and effectively organize our facility's drawings. Document Conversion Management (DCM) promoted their product to our organization, and it became quite clear this was an opportunity that could not be refuted. Document Conversion Management (DCM) masterfully put together a package suited to the needs of OSMH, and very quickly put the plan into action.

Document Conversion Management (DCM) not only managed to effectively put together a solution for the hospital; it offered financial assistance, making their service very obtainable. Over the past few months, Document Conversion Management (DCM) has worked expeditiously to put a package together that would accommodate our hospital and followed through with the work in a similar fashion.

Although the hospital is not in a financial position to complete the process to its final stage of vectorization, we are extremely satisfied with the results Document Conversion Management (DCM) has offered. When the opportunity arises, the hospital anticipates they will reunite with Document Conversion Management (DCM) to finalize the process, allowing the hospital to accurately and effectively retrieve and utilize the information to its fullest value.

Document Conversion Management (DCM) is a first rate organization, and provided OSMH with a service that has been efficient, accurate, and effective in all aspects.

Mr. Darrell Mitchell is an honest and fair businessman who takes pride in organization. This is clearly reflective in his work, and in his ability to meet the needs of his customer. Mr. Mitchell's personal touch is reflective throughout the complement of staff chosen to work in this field.

Any opportunity you might have to utilize this service can only assist your organization in becoming more effective and productive within your environment. We look forward to resuming our business with Document Conversion Management (DCM) as soon as the financial opportunity arises.

Sincerely,

Patrick McCarthy,  
Director of Facilities & Redevelopment

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