



STATE RETIREMENT  
*and* PENSION SYSTEM  
of MARYLAND

STATE RETIREMENT AGENCY  
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Thomas K. Lee  
*Executive Director  
Secretary To The Board  
Board Of Trustees*

March 8, 2006

Jack Cheng  
MS Technologies Corporation  
18572 Office Park Drive  
Montgomery Village, Maryland 20886

Dear Mr. Cheng:

I am taking this opportunity to personally thank you and your staff at MS Technologies for the wonderful job you performed designing and installing our Interactive Voice Response (IVR) system. Your company played a critical role in meeting MSRA's objective to bring more services to the public and at their convenience. Your professionalism and flexibility while working with the MSRA staff enabled us to deliver the system that now provides our customer with the latest IVR and interface technology features developed by MST including the following.

- An IVR system that includes TDD/TTY device compatibility,
- A professional script designed with easy revision capability,
- State-of-the-art hardware and software,
- A call center integration with NEC switch,
- The ability to record incoming calls, and
- Web-base management tools

You and your staff were flexible throughout the project, always willing to perform the extra task. As we identified possible improvements through the actual use of the IVR system you quickly and effectively responded with changes and enhancements. When unexpected events surfaced you expertly analyzed the issue, explained its impact, and quickly came up with a solution. All this was accomplished professionally, in a timely manner, and at the quoted cost.

The IVR system has met and exceeded our expectations and has greatly enhanced the ability of MSRA to effectively serve our customers. I look forward to working with you in the future.

Sincerely,

Kenneth M. Reott  
Deputy Retirement Administrator  
Maryland State Retirement Agency  
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