



Maryland Motor  
Vehicle Administration  
6601 Ritchie Highway, N.E.  
Glen Burnie, Maryland 21062

1-800-950-1MVA (1682)  
CUSTOMER SERVICE CENTER

1-800-492-4575  
TTY

<http://mva.state.md.us>  
WEB SITE

August 21, 2001

Mr. Jack Cheng,  
MS Technologies Corporation  
18572 Office Park Drive  
Montgomery Village MD 20886

Dear Mr. Cheng:

The Maryland Motor Vehicle Administration (MVA) is committed to providing excellent customer service, promoting a safe driving environment and protecting consumer interests. As part of our commitment to excellence, our goal is to create an atmosphere where customer interaction with MVA is as smooth and transparent as possible. To achieve this goal, the Maryland MVA contracted with MS Technologies Corporation in July of 1998 to establish a system that takes advantage of current technology to communicate and partner with the insurance industry through a positive reporting system. MS Technologies has been exceptionally successful in assisting MVA in achieving our goals and I want to write to commend you on the excellent performance

MS Technologies implemented the Automated Compulsory Insurance System (ACIS) in October of 2000 based on the requirements definition proposed by MVA and recommendations of you and your staff on more efficient ways to process data. Although the evaluation of the overall effectiveness of ACIS as related to meeting our goals will not be completed until later this year, the MVA has already realized a significant reduction in walk in traffic as compared to our previous manual and paper dependent system.

Employees that use the system are constantly offering praise on the ability to access data immediately from their workstation. The ability to use personal computers and easily navigate through the user-friendly system has improved morale and the quality of the work environment tremendously. The real-time processing environment has also improved employee morale by providing them with confidence to inform a customer that all requirements have been met and the case is closed as compared to the reliance on overnight batch processing modules that were plagued with edit errors.

The MS Technologies staff is always prompt, polite and considerate in working with MVA staff. I am very impressed with the sincere concern and pride of workmanship that all employees demonstrate when completing tasks. My congratulations go to you on surrounding yourself with such an excellent team. Please extend my thanks to each and every member of your staff that has participated in the successful development of ACIS. I look forward to working with MS Technologies on enhancements to ACIS and future projects

Sincerely

Marjorie Murphy, Project Manager  
Office of Project Development  
410-787-7976