



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

To Whom It May Concern:

In 2005, the Maryland State Retirement Agency (MSRA) contracted with Verizon/MS Technologies Corporation to design, develop, test, implement, and maintain a new Interactive Voice Response (IVR) system. The new system replaced an existing IVR system and upgraded the IVR's capabilities to include compatibility with TDD/TTY devices and the ability to record incoming calls to MSRA.

Our main point of contact throughout this important project was Jack Cheng and his staff at MS Technologies. MS Technologies worked closely with MSRA staff to:

- document the functions of old IVR,
- design the script and enhanced functions of the new IVR,
- determine the hardware and software necessary for successful implementation,
- install and test the hardware and software,
- test the IVR script and upgraded capabilities, and
- manage the migration from the old IVR system to the new IVR system,

Having completed the major components of our project I have the highest regard for Jack and his staff at MS Technologies. The project went smoothly, proceeded in a timely manner, and was completed at the quoted cost. Jack and his staff were capable and professional, and were always available to quickly answer questions or make changes/enhancements. They took the time to make sure we understood what we were getting, how it was going to work, and what options, if any, were available to us.

Throughout the project, I never heard Jack or anyone from his staff say that a request we made was outside the scope of the project. As possible improvements were identified through the actual use of the IVR system and brought to the attention of MS Technologies, they were quickly and effectively acted upon by Jack and his team. When we had unexpected events, as are inevitable with this type of project, Jack and his staff expertly analyzed the issue and quickly came up with a solution.

The IVR system has met every expectation that we had and has greatly enhanced the ability of MSRA to effectively serve our customers.

I have absolutely no hesitation in recommending MS Technologies, Jack Cheng, and his staff to any prospective company/organization that may benefit from their services. Should you have any questions please call me at (410) 625-5659.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kenneth M. Reott", with a long horizontal flourish extending to the right.

Kenneth M. Reott
Deputy Retirement Administrator
Maryland State Retirement Agency