



Motor Vehicle Administration

September 12, 2008

Mr. Jack Cheng
MS Technologies Corporation
10110 Molecular Drive, Suite 305
Rockville, MD 20850

Dear Jack:

I am writing this letter of reference for a company that I have the highest regard for, MS Technologies (MST). The Maryland Motor Vehicle Administration (MVA) has worked continuously with MST since 1996 when we implemented our very first Interactive Voice Response (IVR) system.

Since the first IVR was implemented, we have awarded consistently more complex projects to MST, including a multi-layered system to handle our insurance compliance cases. For the insurance application, MST built a front-end (IVR), a middle interface (a screen pop to our agents displaying case information), and a back-end (a fully automated case load). MST has built many more applications that schedule appointments, query and update our mainframe, query banks and accept credit card payments, have integrated into our LAN/WAN and Intranet, and produce a variety of letters, reports, surveys and statistics customized for various divisions at MVA. When tasked with building an IVR application in thirty days to meet a Federal mandate, MST delivered the working application right on time as promised.

While MST's technical expertise is unsurpassed, their support is the most exemplary I have received from any vendor I've done business with. A promise of delivery is a delivery met, a promise of support is support provided. When a revenue generating application went down MST stepped in to fix the other vendor's problem to get MVA back in business due to the other vendor's lack of response. We rarely have maintenance issues with our IVR applications, and when we do they are usually caused by human error or a change made at an integration point that was not relayed to MST to integrate into their application—but when we do have problems MST is immediately responsive 24/7 and have us back in business quickly.

I would be happy to answer detailed questions for potential customers of this superb company.

Sincerely,

A handwritten signature in blue ink that reads "Sherry D. Schmansky".

Sherry D. Schmansky
Manager, Telecommunications
Motor Vehicle Administration
(410) 768-7317/sschmansky@mdot.state.md.us

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

www.marylandmva.com
WEB SITE