

STATE OF MARYLAND



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GOVERNOR

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March 25, 2009

Jack Cheng
President
MS Technologies
10110 Molecular Drive, Suite 305
Rockville, MD 20850:

Dear Mr. Cheng:

It has been my pleasure to work with you and your staff over the last two and half years in the design, implementation, installation and maintenance of our agency's Human Resource Information System. This project has been a tremendous success for our agency. MS Technologies staff have met and exceeded our expectations in reference to automation of agency business practices.

In the past I have worked with agency programming staff and other technology companies in the pursuit of designing my perfect HR system. Needless to say, these efforts have fallen short of my overall goals so I was skeptical at the outset of our project that I would ever be able achieve a fully functioning system. Today, the Office of the Public Defender has a fully functioning HR system which incorporates modules to address our employment, position tracking, recruitment, performance evaluation, organizational chart, and reporting needs as well online time sheet submission and real time leave balances. The HR system has also been expanded to include training, recognition and other HR related administrative processes. We are light years ahead of many State agencies with this comprehensive, web based HR system.

This project would not have been possible without the dedication and hard work of your staff. Connie Choi and David Chen have been invaluable in working with me and my staff these past few years. Many months were spent working with Connie and David to achieve a full understanding of our business practices and their relation to State rules and regulations. I truly believe this is the foundation for creating and achieving a successful system. Further, your staff remains committed to working with our agency to address any system issues that arise.

I could not be more pleased with the performance of our HR system. With approximately 1,100 users the system still operates quickly and efficiently. The ease and user friendly applications of the system have minimized training of employees on the use of

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the system. Our employees now have access to a wealth of online information and are pleased with our efforts to automate many of our antiquated paper driven processes.

I look forward to continuing our partnership with MS Technologies and would welcome the opportunity to recommend you and your company for future projects.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Dawn Kouneski".

Dawn Kouneski
Director of Personnel