

September 25, 2002

Re: Procace Reference Letter

Allstate first contacted Procace Consulting in February 1999 based on a referral from an employee highlighting their ability to solve complex technical problems. Allstate was experiencing significant performance issues with a new custom data warehouse application used for evaluating automobile policies and claims. The complexity of the business problem resulted in a month-end ETL process, which took 42 days to run.

Procace was asked to evaluate if this process could be tuned to run within 12 days. Upon completing a quick analysis, Procace recommended that replacing the entire ETL process would be more productive than attempting to tune it. They offered to replace the system for a fixed price, paid only if the 12-day Support Level Agreement is met. Due to the urgency of the situation a 4-month timeframe was imposed on the project.

Procace delivered the system on time for its first production test. The results significantly exceeded Allstate expectations. The entire process was flawless and it completed in 43 hours. Both IT and business management teams were extremely pleased. The product was moved into production in August 1999 and has been running perfectly ever since.

Procace has proven to Allstate that it can deliver best performance applications at a very cost effective price. Procace team was very good to work with. There are a lot of players in the market, but Procace team is a mobile "think tank" with exceptional technical and business skills. I would strongly recommend Procace as a technology provider to any organization.

For further information or questions please feel free to contact me at 905-475-4523.

Sincerely,

Don Cuffe
Information Technology Manager

From: Cuffe, Don
Sent: September 15, 1999 4:16 PM
To: Eckler, Gail
Subject: internet applications

Gail.....we were talking with Greg Medwid today concerning MMIN and he mentioned he was talking to you about putting the Competitive Intelligence on the web (intranet/extranet).

I mentioned that he may want to consider Procace Consulting. This is the company (www.procaceconsulting.com) that re-engineered the MMIN application to go from 42 days, down to 43 hours. (Yes the numbers are correct.) These guys are Oracle based, and their skill set is web based applications with speed in mind. If you check out their site, they have won three awards and recognition for their work.

They have Oracle base solutions they can implement, or Microsoft solutions with them using back-end solutions in Oracle. Since we are using Oracle as our database, this may be a good fit.

Lev Moltyaner (lmoltyaner@procaceconsulting.com) can be reached by e-mail or at 1-415-576-3217. Andrew Okimi is the person in charge of implementing the Globe and Mail site (www.globefund.com) and he can be reached at the Globe and Mail (aokimi@globeandmail.ca) or at 416-585-5538 (globe&mail).

They are very good to deal with. We have used them for both the CRMS application and then MMIN applications. Their experience is in web development and heavy traffic applications. They have shown Allstate that they can deliver best performance applications at a very cost effective price.

I think there is some value in at least talking with them (in person is better I think) and seeing if there is a fit in this area. There are a lot of players in the market, but these gentlemen are mobile "think tanks" and they are usually ahead of you in terms of thinking out of the box. (Like Peiter Branderhorst is.)

Anyway, they have proven themselves to us in Programming, and I think they can get us to where we want to go again, very fast.

Thanks Don Cuffe
Senior Project Manager
Allstate Insurance Company Of Canada
Phone: 905 - 475-4523
Email: dcuffe@allstate.ca
Fax: 905-475-4925