

Subject: Recommendation for Jim Wallace

To Whom It May Concern:

I had the privilege to work with Jim Wallace at TeleSpectrum Worldwide from July 2002 through December 2005. I have found Jim to be one of those unique business individuals who put the needs of the business user before the needs of the information technology function. Unlike so many IT experts that believe that there are only expensive "silver bullets" to resolve a business operational challenge, Jim has always found practical business oriented solutions to address the company's needs.

Jim has very strong organizational skills and has always driven efficiency and productivity especially from a smaller group of resources. When he came to TeleSpectrum, Jim inherited a large IT organization that lacked accountability and credibility. Jim transformed the IT function into a very accountable and cost conscious organization.

Jim has excellent communication skills and is a consensus builder both within his team and across functional areas. His interpersonal skill is very strong and on many occasions while at TeleSpectrum was asked to represent the company, as its executive contact with our top clients.

Jim has also impressed me as a business professional that has strong competencies to focus on both strategic initiatives while rolling up his sleeves to deal with detailed tactical tasks. He has very strong analytical and project management skills.

Sincerely,



Kurt E. Dinkelacker