

Mark Stevens
8350 Highway 63
North Bay, ON P1B 8G4
Canada

Re: Letter of Recommendation for Jim Wallace

To Whom It May Concern:

It is a distinct pleasure to recommend to you my esteemed business associate James Wallace. In my capacity as Vice President of IT at TeleSpectrum, I worked under Jim for almost 5 years.

To say that Jim was an excellent leader would not do justice to the contributions he consistently made to the progress and success of the organization. When Jim Wallace joined TeleSpectrum as the CIO, the company was failing, partly due to large investments in technologies whose implementations were never realized. When I met Jim, I knew immediately that he would turn around the team and deliver for the business.

Jim's motto as CIO was that our job was to "Service The Business." Jim strategically removed costs from the business consistently without compromising delivery or production. When Jim first came on board he quickly worked with the team to baseline the performance of the IT key deliverables and introduced performance measurement for all key performance indicators, and within weeks of implementation, all of Jim's departments were effectively organized to meet the key goals that he had established. Although Jim's goals were iteratively refined to align with the business to increase performance, the goals were consistently achieved week after week.

Of course, Jim could not have accomplished what he did without a solid team behind him. Getting a team solidly behind any individual takes work, vision, dedication and integrity. Jim molded the disorganized, dispirited IT management team and individuals into a cohesive, high-performing, motivated team. Jim was also a critical contributor to mending fences with our internal customers, and our external vendors and clients who had become disillusioned by TeleSpectrum's performance during the years prior to his arrival.

Jim is an excellent communicator, and flexible leader who will always find solutions to the most complex IT, business and personnel problems. Jim takes a collaborative approach to problem solving, and uses his outstanding interpersonal skills to build strategic relationships with both internal and external partners. His communications style is always clear, concise and realistic.

I believe that Jim's candidacy for employment gives you a rare opportunity to advance the performance and success of your organization. I tell you this as one who has witnessed and enjoyed great success within the IT department, not in small measure due to Jim Wallace.

Sincerely,



Mark Stevens
VP IT
TeleSpectrum, Inc.