



**British Columbia
Assets & Land Corporation**

An agency of the government of British Columbia

January 11, 2002

To whom it may concern:

Re: Services provided to BCAL by SDR Project Management Ltd.

As the successful bidder for a request for Proposal process held in December, 2000, SDR Project Management Ltd. was engaged by British Columbia Assets and Land Corporation (BCAL) to undertake the transition and ongoing support of the desktop, server and network infrastructure of BCAL.

Accordingly, SDR has successfully transitioned and transformed the separate (and often dysfunctional) components of BCAL's IT infrastructure into a cohesive corporate asset. All of the previous issues around Information Technology have gone away, and the Corporation now spends its time planning better ways of leveraging technology to increase business process efficiency and give our customers better service. Through the standardization of technology, the provision of easily accessed HELPDESK services, and an excellent knowledge base, SDR has increased our productivity and made possible huge strides forward in satisfying our customers needs. Their corporate approach to server management in particular has enabled BCAL to undertake business integration projects on time and on budget. As an added bonus, SDR has added value far beyond my initial expectations in the following ways:

- SDR's approach is to learn the business to better align the technology with it.
- They work well with existing IT service providers, and have added value by assisting them with transition tasks. They have a very strong planning approach, and will work with other service providers to help them plan as well.
- SDR staff has excellent negotiation skills, and has added value by obtaining equipment prices that are lower than Government MSO's.
- SDR has built a disaster recovery plan for BCAL's server infrastructure;
- They also offer volume discounts on server and desktop support that reduce per/unit costs well below standard government based rates. The more servers and desktops you have supported by them, the lower the unit cost.
- They provide certainty on completion times and cost control through their advanced project planning skills.

I plan on extensive use of their services and would be pleased to discuss their performance and capabilities in detail at your convenience.

Yours truly,

A handwritten signature in black ink, appearing to read 'Ken Kowalsky', written over a light blue horizontal line.

Ken Kowalsky, CMA
Manager, Systems

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