



10/21/11

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Philadelphia Office
2000 Market Street
Suite 550
Philadelphia, PA 19103
Tel: 215.557.4400
Fax: 215.557.4469

The Chanin Building
122 East 42nd Street
42nd Floor
New York, NY 10168
Tel: 212.822.2400
Fax: 212.949.0439

Lake Merritt Plaza
1999 Harrison Street
Suite 1550
Oakland, CA 94612
Tel: 510.273.4600
Fax: 510.273.4619

www.ppv.org

Our experience with OpDecision was better than advertised, and as you know, I am happy to serve as a reference for your firm.

We engaged OpDecision during a period of organizational transition, and despite a constantly changing user base, you and your team worked persistently to identify our (changing) usage patterns and get our organization the best possible rates. The process was completely “surprise free”, which you know was a major concern of mine when we met initially. Thanks for all your hard work.

I wish you all the best in the future, and please feel free to list me as a reference.

Best,

Jacob
Executive Associate