

JUL 25 1983

July 22, 1983

Ms. Stina Hans
Minicomputer Business Applications, Inc.
2441 Honolulu Avenue
Montrose, CA 91020

Dear Miss Hans:

Findlay Refractories Company is a \$3-5m manufacturer of cast materials used in the glass industry. We had need of appropriate software to control our operations and we examined your products as a possible solution. We had two problems with your software early on in our examination. First, we examined several distributors to find one who could meet our needs. We chose one who we felt would provide the kind of service we needed, Schwitzer Enterprises of Bloomington, In. He came to our site together with a complete 11/23 system and demonstrated all of the packages. He gave us the confidence that the software worked as per the descriptions, and that his support was not simply salesman's hot air. But still the second problem remained, i.e., could these packages be tailored to suit Findlay?

As willing as our OEM was he was unable to come up with a satisfactory answer to this question. He put me in touch with Dick Grelck of Business Technology Group. Dick's professionalism in answering my early questions prompted me to take one of his seminars which support your products. What I expected in a "seminar" was not exactly what I got. I was thoroughly impressed with the instructors' knowledge of both manufacturing and the software, and their ability to convey it to the attendees. I came home with the feeling that it was so flexible that it must be able to work here. But how? I spent a few weeks trying to answer this from the glossy sheets and I even took a two day trip to review the documentation for the packages we wanted. I just further confused myself. I then asked Mr. Grelck if he could come to my site and help with some of these details.