

December 11, 2000

Nalini Bouri
District Manager, Technical Resources
2101 Gaither Road
Rockville, MD 20850

Nalini,

In closing business for FY00, I wanted to send a summary of the contributions of David Mullaney, Technical Consultant for named accounts in MD, DC and VA.

Revenue

David worked with the sales team to help close approximately \$2M in revenue for 1X/1Y product lines in October. In addition, he worked with Engineering Services (ASO) to articulate HP's value-added services that resulted in approximately \$50 of consulting revenue. His contributions helped the district achieve its revenue goals for the month and ultimately close out the year with a strong finish.

Teamwork

David demonstrated a complete understanding of the entire sales cycle. He worked closely with internal and external resources to make sure technical information flowed in a concise and consistent manner. David worked with HP Support Services, HP Consulting, Engineering Services, as well as factory and division resources. This was done quite efficiently given his limited time as a technical consultant with direct customer experience.

- Division and factory resources provided data that was organized into presentation format for interactive strategy sessions with customers
- Order processing was involved to generate quotations necessary to close the business
- HP Partners and their technical resources were consulted, again to deliver consistent information to our customers

Customer Satisfaction

David's commitment to gather data and deliver information as requested (and in the timeframe requested) contributed to highly satisfied customers. Moreover, customers really appreciated his organization of material and the additional information he provided (relevant websites, white papers, etc.)

I enjoyed the brief time David and I worked together. It was my hope to continue the harmonic customer experience and team symbionce we created. With a clear understanding of the entire sales cycle, I am certain David will be an asset to any team.

Sincerely,

Rhonda Brooks
Account Manager
Named Accounts in MD,DC,VA