



301 Rockaway Valley Road  
Boonton, New Jersey 07005  
phone 973-334-2676  
fax 973-334-2954

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To Whom It May Concern:

Johanson Manufacturing Corporation has been using Custom System's Enterprise Access System, commonly known as EAX, since the beginning of 2002.

Initially, Johanson planned on using this invaluable tool to enable easier access for our remote Sales Manager, but over time it has developed into a much more valuable tool, providing the ability to communicate with our Sales Managers and Reps, as well as our selected customers and distributors. We are sharing inventory availability, customer order status & tracking, projects and lead status. Reps and Salesman have the ability to access our Commission System. Customers are able to see and re-create invoices on an as needed basis. Our Accounting staff has been able to utilize EAX to assist in collections.

Additionally, Johanson has been able to utilize EAX to communicate with our off-shore manufacturing operations for manufacturing planning and engineering drawings. We have also used EAX to assist in training remote personnel by sharing information in a common storage within EAX.

EAX is used daily by our internal people, from Manufacturing , Sales and Accounting. Information is easier to access with just a point and click. Training is so much easier that IS Staff has been freed to spend time on more important business concerns.

All in all, EAX has been a significant cost savings and improved method of doing business. The original goal has certainly been exceeded by giant steps.

Sincerely,

Gail Crane,  
Information Systems Manager  
Johanson Manufacturing Corporation  
Johanson FiberOptics Group, LLC  
Johanson Dominicana SA