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January 10, 2008

Dear PRISM Community Member,

Happy New Year! Last October the second annual PRISM User Group meeting was held in Las Vegas. I agreed to continue coordinating activity for the user group and with that thought in mind a good way to start the new year would be this PRISM User Group communication.

This letter is being sent not only to the meeting attendees but other members of the PRISM community to keep everyone up to date with what is happening within the PRISM User Group. I've summarized our Las Vegas discussions regarding the user group for the coming year and outlined actions we can take to make our group that much more effective.

First of all, I want to thank those of you who were able to make it to the meeting. Your participation is essential and, judging by the feedback, everyone received quite a bit of value at the meeting. For the past couple of years you've said these two-day meetings have been very beneficial but as a group I believe we can do much more for each other. We have the other 258 work days in the year where we can tap into each other's experiences and learn from each other's successes. As we continue to grow the effectiveness of the user group we can bring much more of that day-to-day value to each other.

But first, let's recap some topics we discussed at this past meeting:

- PSGI will continue to take an active roll in coordinating user group activities and meetings.
- We will continue to look for assistance in areas where it makes sense to make the group more effective.
- The user group agreed to use the discussion forums we have set up as one method of communication:

(<http://prismusergroup.precisionsg.com>) This topic came out of the 2006 meeting.

- PSGI will look into methods where we can inform people if activity is occurring in the discussion forums.

We will be advising you in the next month on our plans for the discussion forum and any adjustments to allow for more proactive communication. This forum can only be successful if each of you or your designate participates actively. We need your commitment to ensure this forum provides the value you envisioned when you gave it a high priority a year ago.

- PSGI will set up two Webex meetings regarding PRISM modernization. One to present the same material shown at the meeting to a broader audience and one to present the technology and development tools being used to develop the PRISM modernization product.

In the next month we will post dates for Webex meetings regarding the PRISM modernization effort.

- As a group we will look at methods of funding the group's activities . For example, extending sponsorship from other companies, potential annual fees, etc.
- We will be planning the 2008 user group meeting well in advance this year to allow more people to schedule time to attend the meeting.

Before the end of the quarter I will be sending out messages about possible locations and dates for the next meeting. This should give us much more time to prepare for the meeting and expand the number of speakers.

- There will be regular communication informing the group of any activity that is taking place

I will commit to sending out at least a quarterly communication to summarize any user group activity. This will be outside ongoing communication regarding specific events like our meeting planning.

Finally, I want to make sure you know I welcome feedback anytime regarding the user group. Your thoughts and ideas are very important and I will work very hard to ensure that the user group represents the desires of the PRISM community and not PSGI. PSGI is pleased to be a part of the user group process and helping to realize the value of the

knowledge within this special group of companies.

I look forward to another great year working with you.

Sincerely,

Larry Dube
President
Precision Solutions Group, Inc.

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