



## RELIABLE CONTRACTING COMPANY, INC.

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March 22, 2007

Mr. Tim Gaia  
MEDI  
8227 Cloverleaf Drive  
Suite 304  
Millersville, Maryland 21108

Dear Tim,

I want to thank you for introducing MEDI and DocSTAR to Reliable Contracting Inc. Reliable has been in business for over 75 years and we were overwhelmed with paper from all departments. As a regional Site Development and Paving Contractor we are required to maintain and manage records at all levels from Accounting, Human Resources, Maintenance and many others. We had run out of space and needed to find a solution that would not only be powerful enough to handle this task but easy to use.

When we first saw DocSTAR we were impressed with its features and easy operation. You made it a point to fully understand our paper generation and retrieval process; no other potential vendor took the time or went to that extreme to help us out. Once you saw what we were doing you immediately went into action and introduced the COLD/ERM module that is offered with the DocSTAR system. We saw how that worked and recognized a perfect fit. The return on investment was immediate. Our entire DocSTAR system with the COLD/ERM module was less than the paper order that we typically placed.

Installation and training was a breeze and your technical staff was great. We had the system up and running within two hours and trained by mid afternoon. Whenever we had questions, during the initial start up process, your staff was right there and very professional.

Reliable Contracting has used DocSTAR for more than two years. We have over 3 million pages on file within the system, and it has become a vital part of our daily operation. We order very little paper now, since all of our records go directly into DocSTAR. We have freed up a significant amount of valuable office space by removing the paper documents. Now that all of our records are maintained digitally, they are ready at our fingertips and we have the piece of mind that all this information is backed up for disaster recovery purposes.

Thank you Tim, for your professional support and to the entire MEDI staff for their genuine and immediate attention to our success with DocSTAR. I welcome anyone to call me regarding DocSTAR and MEDI.

Sincerely,

Tad Hall  
Reliable Contracting Company

TH/jkv