



OHIO LAUNDRY

December 10, 2003

Innovative Technologies
Mr. Robert Kanter
601 E. Main St.
Greenwood, IN 46143

Dear Robert,

I want to thank you and your organization for your valuable assistance throughout the last several years. I also wish to take this opportunity to outline areas that your company has offered expertise and assistance. While I realize that we have become friends, I also believe that it may be important for you customers to understand your level of commitment and expertise that you offer.

Our organization began working with Innovative Technologies approximately 5 years ago. We were looking for an organization to handle our computer network needs, software installations and ongoing software assistance. I previously dealt with server offices and individual networks, it always seemed difficult to coordinate the software installation with ongoing software assistance and network installations.

Robert Kanter, along with the Innovative Technologies organization, has successfully coordinated and serviced all of our ongoing computer needs. It is great to only have to deal with one vendor who is truly looking out for your best interest. I would highly recommend Innovative Technologies to any of my friends or associates. Thank you for your continued efforts and I wish all of you the best in this Holiday Season.

Sincerely,

Thomas Duckworth

cc: Laundry City
cc: Super Laundry
cc: Duckworth Enterprises