



Clive Morgan  
Computerisation Ltd  
5 Washington Chambers  
Stanwell Road  
Penarth  
CF64 2AF

Eich cyf \* Your ref:  
Ein cyf \* Our ref: IT07.015

30 January 2007

Dear Clive

I am writing to record my satisfaction at the working relationship we have had with Computerisation Ltd, which has now spanned 12 years.

Computerisation Ltd has developed several of the most important tourism databases that have underpinned much of the work of the Wales Tourist Board (WTB), and its successor organisation, the Tourism and Marketing Department of Welsh Assembly Government. The WTB has received many honours and accolades in recent years for its work and much of that success was built upon the foundation of effective databases bespoke to particular and exacting requirements for the complex relationship that we have with tourism businesses and facilities in Wales.

In 1995 the WTB sought a small number of development software firms with whom to work on a series of database development projects. Computerisation Ltd was one of three firms selected at the time and each was given a project to work with. At the successful conclusion of the project another project was placed with each firm. As the years went by, some firms were dropped from the pool and others brought in, but the one constant was Computerisation Ltd. This was no accident, and was because of the consistent high quality of performance from the close knit team at the firm.

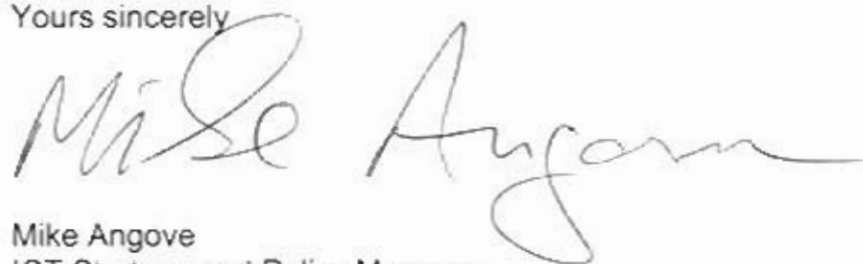
Key databases that your firm has developed have underpinned business critical activities of the organisation and include two generations of our Grants and Loans systems which also supports procedures of an aftercare period of up to 10 years following a grant. You also developed the database system of Inspecting and

Grading tourism businesses and facilities, that copes with a team of peripatetic inspectors who only rarely return to base. Another highlight was the rapid and effective work that you did under extreme pressure to assist with the Government's emergency response to the impact on Welsh tourism businesses of the 2001 foot & mouth disease outbreak. I recall that your firm has developed at least 12 separate substantial systems for Tourism and Marketing over the years.

Computerisation Ltd have delivered high quality in several areas – in particular the willingness and ability of analyst and programming staff to work pro-actively with non-technical clients to provide innovative solutions that exceeded the original expectations; together with a commitment to ongoing high quality support for mature systems.

As Head of IT for the WTB for most of the period, one particular behaviour of Computerisation Ltd which I appreciated was their dependable ability to develop within agreed timescales and stay to budget – Clive, your performance in this regard is second to none of all of the ICT suppliers that Tourism and Marketing have had.

Yours sincerely

A handwritten signature in black ink that reads "Mike Angove". The signature is written in a cursive, flowing style.

Mike Angove  
ICT Strategy and Policy Manager  
Business and ICT Development Division