



**BIMBO BAKERIES USA**

August 1, 2000

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Direct Line: 817-212-2178

Mr. Bob Kodramaz  
National Consulting and Development Corp.  
33801 Curtis Boulevard, Suite 100  
Eastlake, Ohio 44095-4003

Dear Bob:

I just wanted you to know how excited and pleased we are with the new e-wix system of imaging and access on-line for our defined benefit retirement plan. As you know, we had you image all our current retiree files, all our current earnings history on active employees, and the files on deferred vested participants who will be collecting their benefit sometime in the future.

It is so much easier to retrieve information using only a social security number or last name alpha search for either an active employee, terminated vested participant or retiree. Especially since the entire history of a person, from employment earnings, through termination to retirement can be seen at one time without further digging in personnel files or data bases. Being able to retrieve copies of death certificates, earnings history, or designation of beneficiary forms, even copies of old QDROs, has proved an invaluable time saver – and an amazing space saver as well!

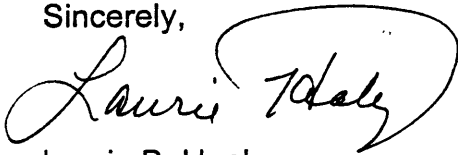
One of the biggest surprises has been the advantage to our actuarial consultants, Mass Mutual. We allowed them access to the information and they are able to retrieve full files when they have questions on earnings, dates of leave, spouse information or any number of other data items that can effect a final calculation for a deferred vested participant or new retiree. It has cut down on telephone calls, faxes and email inquiries, saving both me and them, a considerable amount of time and effort.

Considering that current information imaged into the system lines up with the employee's social security number, the e-wix system is much easier and faster to use than the CD system we originally considered. Now we don't have to search through several CD's to find one person's information. I do recommend 128 megs of RAM on the PC, however. It has made a considerable difference to me in being able to move through the information and getting the images to print when needed.



Thanks again for introducing us to e-wix, Bob. It is a wonderful tool in managing information for the retirement plan. We really feel it is one of our best business decisions for 2000!

Sincerely,

A handwritten signature in cursive script that reads "Laurie B. Healy". The signature is enclosed within a large, hand-drawn oval shape.

Laurie B. Healy  
Benefits Analyst  
Retirement Plans



ERICO®, Inc.  
34600 Solon Road  
Solon, Ohio 44139  
U.S.A.

Phone (440) 248-0100  
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To whom it may concern,

Erico began subscribing to the NCD Corp. "e-WIX" document repository service in March of 2000. Our interest was to establish a high performance, low cost, highly secured electronic document management and archiving solution. Although we had considered purchasing an EDM system, justification, budget and support issues plagued us until we learned of the "e-WIX" system. When NCD showed us e-WIX we immediately knew this was the solution we wanted. It is easy to use, fast, secure and relatively inexpensive.

Our initial application was with our Customer Service department. We sent NCD 200,000 pages of past documents and 1,500 pages per day of current information and we licensed 15 users. This service worked extremely well and we have increased volume, added the Quality Assurance department and increased users to 33. We anticipate continued expansion of the service.

We have found the e-WIX service to deliver what was promised, 24/7 availability, quick access, easy usage, high security and excellent pricing. In addition, NCD personnel have provided a high level of service and competence.

We would have no reservations recommending the e-WIX service and the organization that provides it to us, NCD.

Sincerely,

Christopher L. Nelson  
Regional Purchasing Agent  
ERICO, Inc.



FFr, Inc.  
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11/26/01

Chuck Patti  
NCD  
33801 Curtis Blvd. Suite 100  
Eastlake, OH 44095-4003

Chuck:

The two most often used features of Ewix in my department are retrieval of purchase orders and packing lists to resolve customer inquiries. In the past retrieving these documents would require that we go to a file cabinet and sift through paper files hoping that someone had filed the papers in a timely manner and that they would be in the correct file. It also required the customer service rep to leave their work area making them unproductive while they searched for the papers.

Ewix gives us the ability from our desk top to retrieve these documents in seconds, view them and print them if necessary and go on about solving the customers question which is our priority. We can locate and view documents that tell us whether or not a customer was shorted a particular item based on the packing list and or we can determine if we entered a purchase order to specifications by bringing it up and viewing it.

Often customers receive shipments and do not have packing lists with them, which makes it impossible for the customers receiving department to do their job. Using Ewix we can fax a copy from our desktop right to the customer or email it so they can move on with their process in minutes.

All of us in the service department were immediately pleased with the amount of time it saved us and the ease of use.

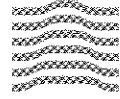
Best regards,

**FFr, INC.**

A handwritten signature in black ink, appearing to read 'Doreen Petrosky', written over a white background.

Doreen Petrosky  
Manager, Customer Support

# STERIS®



Monday, August 23, 2004

Mr. Robert A. Kodramaz  
NCD Corporation  
33801 Curtis Blvd.  
Suite100  
Eastlake, OH 44095-4003

Dear Bob,

It has been over two years since we began using the e-WIX document solution and it certainly has met every expectation. We first used it in our Accounts Payable department and it performed as you promised, fast, easy and inexpensive. Since then we have expanded it to other areas such as; expense reports, customer service, QA and transportation documents. We have found e-WIX to be an excellent solution to archive and automate paper-based information.

As you know, we were evaluating many document solutions when we began talking with you. We chose to use e-WIX as an interim solution. Without question it was the right choice. Although we will eventually move to an Oracle solution for most applications we continue to consider e-WIX and NCD scanning services where appropriate.

I also wanted to let you know that the staff at NCD does an excellent job with customer service. Whether its billing, expansion or technical issues your people are there quickly, pleasant and always accommodating. Please extend my gratitude and congratulations to all those involved.

I look forward to a long relationship with NCD. Feel free to use this as a letter of reference.

Sincerely,

A handwritten signature in black ink that reads "Landy Carter". The signature is fluid and cursive, with a large initial "L" and a long, sweeping underline.

Landy Carter, PMP  
Project Specialist



November 15, 2001

Bob Kodramaz  
National Consulting and Development Corp.  
33801 Curtis Blvd., Suite 100  
Eastlake, OH 44095-4003

Dear Bob Kodramaz:

Thank you for introducing the e-WIX document storage and retrieval system to our company. This system has proven to be a great solution for storing our delivery tickets. Delivery tickets contain handwritten changes to the order, our driver's initials, and the customer's signature. NCD scans all completed delivery tickets into e-WIX and indexes them by invoice number. From our side, the retrieval is fast and easy - using e-WIX over the internet. We are currently investigating other documents for online storage using the e-WIX system.

Sincerely,

Ron Rist

IT Manager  
Mentor Lumber and Supply Co.



Parker Hannifin Corporation  
Parflex Division  
1300 North Freedom Street  
Ravenna, OH 44266 USA  
Phone (330) 296-2871  
Fax (330) 296-8433

October 16, 2000

Bob Kodramaz  
National Consulting and Development Corp.  
33801 Curtis Blvd., Suite 100  
Eastlake, OH 44095-4003

Dear Bob Kodramaz:

We have now been using NCD's e-WIX service for about four months. Everyone who sees and uses e-WIX instantly loves it due to its ease of use. We were originally looking to bring an imaging system in house and we had looked at several vendors to do so. The cheapest startup cost were \$40,000-50,000 to actually purchase the capital equipment and software associated with such a system. After installation, we would still have to keep up to date with the latest software and also update the equipment from time to time. We really didn't want to spend that much money, but thought we had little choice in the matter if we want to start to imaging our documents. We were also not very excited about dedicating man-hours for this non-value-added task.

You suggested the solution to us quickly and easily. Let NCD scan our documents for us and we would be able to retrieve, view, print, and email them via the Internet. We would no longer have to invest in the hardware and software and would not have to sacrifice a person to scanning documents. It seemed too good and too easy to be true, but you have proved us wrong. Since going with NCD, our document retrieval time has decreased dramatically. It is so much easier to retrieve documents through e-WIX as opposed to digging through physical paper files. We also save time and money because we no longer have to file these documents. We simply package the documents up and ship them to NCD and let you take care of the rest.

We have recently expanded our usage of your imaging services from just accounts payable invoices to also image our accounts receivable credits. We have showed e-WIX to other departments throughout our division and have encouraged others to use the service for their areas. We continue to look for other types of documents that could be imaged and will certainly increase our usage in the future.

You and your technical staff have been very accessible and always respond promptly to our requests. We would also like thank you for your visits to our location and your phone calls to make sure everything is working properly. We would certainly recommend your company to anyone, and have actually given your information to other Parker Hannifin divisions and encouraged their usage. Thank you for everything and keep up the great work!

Sincerely,

A handwritten signature in black ink that reads "Dave Jutte". The signature is written in a cursive style with a large, looped "D" and "J".

Dave Jutte

Accounting Supervisor  
Parker Hannifin Corporation  
Parflex Division



**Parker Hannifin Corporation**  
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[www.parker.com/tfd](http://www.parker.com/tfd)

February 5, 2002

Robert Kodramaz  
National Consulting and Development Corp.  
33801 Curtis Blvd., Suite 100  
Eastlake, OH 44095-4003

Dear Robert Kodramaz:

The purpose of this letter is to commend your E-Wix document imaging service. We have been using NCD's E-Wix service for over a year now. Everyone here who uses E-Wix to research and locate documents loves it's ease of use.

Before selecting your service, I had researched imaging systems that ranged from \$35,000-50,000 for the equipment alone. Because you required no up front costs, we decided to give your service a chance. As we go along we have found that your service has been an asset to our operation. We send an average of 1,500 documents a day for imaging and within days they are available on-line for access. The microfiche process we used to use would require the documents to be unavailable for a week at a time typically when they were needed the most. Along with that the maintenance and up keep of our Microfiche viewer/printer had become astronomical.

We now have over 275,000 documents scanned and available for viewing on your secure web site. What used to take our sales department hours, now takes minutes with your on-line viewing/printing/e-mail capabilities.

My hats off to you and your team.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Straley".

Michael Straley  
Sr. Network Analyst  
Parker Hannifin Corporation  
Tube Fittings Division

*The Fitting Authority.*



# RESERVE FINANCIAL

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August 4, 2000

To Whom it May Concern:

I am writing this letter to tell of the experience my company had in attempting to go "paperless". We are a Financial Services company and as such generate a great deal of paperwork that needed to be kept and maintained. Our client base is approximately 9000 so one can only imagine the enormous task at hand. Approximately 3 years ago we started on a quest to find the answer to our problems. We invited a company in to visit our offices and the cost of scanning all of the documents at that time was approximately \$5,000-\$7,000. That was only the tip of the iceberg. Once scanned we would be required to purchase special software to read the many disks containing our clients information. If that wasn't enough of a shock to our pocketbooks, we still had the dilemma of scanning any new files, yet more and more expense. We determined that maintaining the "paperless database" would not only be cost prohibitive to get started but we would need an employee busy 10-20 hours each week just to keep up with new scans. At this point we were ready to give up. Time rolled on and in January of 2000 we decided to move our offices with the thought of being paperless once again...this time we would not fail in our endeavor.

Joyce Belter, our office manager, called in Robert Kodramaz of NCD Corp. in to our offices to see if they might have the answer to our problem. I personally spoke to Bob multiple times to see if what he was telling me about their services and prices are what my ears had heard. This was too good to be true. All of our files were scanned for free, yes free. Any future updated scans as well as additions to our client database were free. The amazing part of their services, no special hardware or software needed. All we needed was a secure Website to access the files over the Web. Using NCD's e-WIX accessing system viewing and printing scanned images are a piece of cake. What a pleasure. My employees have only compliments for this service and as yet have not encountered any glitches in the system. No more files, they will shred them for you, no more papers to shuffle around. It is to us the ultimate answer to paper management. I can't imagine what we would do without NCD and e-WIX to keep us on the leading edge of technology. Anyone is more than welcome to call me at any time or come visit us to see what a great job NCD has done for us.

Sincerely,

William H. Gerber  
Vice President

Cleveland • Columbus • Cincinnati • Merritt Island, FL

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Thursday, January 08, 2004

Mr. Robert Kodramaz  
National Consulting and Development Corporation  
33801 Curtis Boulevard  
Eastlake, OH 44095

Dear Bob,

We have been using your e-WIX service since September 2001. I want you to know that e-WIX has exceeded every one of our expectations for archiving our paper documents. Everyone that uses e-WIX finds it so easy to use and is able to retrieve documents with just a few clicks of a mouse.

Our documents were beginning to overwhelm us when it came to storage and retrieval. The vast volume of cost sheets and orders we receive each year are required to be stored in multiple rows of file cabinets. Having to manually access these files each day seemed to work, but not as efficient as we thought it should. We began storing our paper documents in e-WIX, and find it to be a huge benefit to our organization. We no longer concern ourselves with lost or misfiled documents. Everything is available at any one of our workstations within seconds. This allows us to quickly access documents during a phone call rather than collecting the information, hunting, gathering and then having to return to the call.

We presently have access to over a million documents within seconds. e-WIX has changed the culture of our organization. We find it to be very easy to expand the service to other areas of the company.

We highly recommend e-WIX to other organizations that would like to become efficient while eliminating paper and improving disaster recovery.

Sincerely,

Ray Cromwell  
Vice President of Operations



COMPREHENSIVE  
MEDICAL  
PRACTICE  
MANAGEMENT, INC.

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FAX: (740) 368-5125

Friday, July 23, 2004

Robert A. Kodramaz  
NCD Corporation  
33801 Curtis Blvd.  
Eastlake, OH 44095-4003

Dear Mr. Kodramaz,

I am writing to let you know how very pleased we are with the e-WIX document management service. We experienced a smooth transition from shuffling thousands of paper EOB's (explanation of benefits) and claims correspondence paperwork to instant electronic access to those documents, and found the staff at NCD very responsive and helpful in addressing our inquiries.

When we first talked I expressed some reservations about having an outside company process our documents, considering their sensitive nature. I stressed that strong security measures would have to be in place in order to limit accessibility to selected groups of people. I also had concerns about NCD being able to handle our high volume of documents, sometimes in excess of 85,000 documents per week.

What I have found is that we made a very good selection when we chose NCD to handle our document imaging project. We have received excellent service levels from NCD. From quick turn around of work to speedy handling of security-related requests, we have had prompt, professional attention. I am especially pleased with the attention to detail that the NCD support staff has shown in addressing our needs. They have been a pleasure to work with developing solutions to our increasing document management needs.

We have researched other options and found your pricing to be extremely competitive. Needless to say we are very pleased. Feel free to pass this letter along to prospective customers.

Sincerely,

Scott Savelson  
Coordinator of Information Services  
Comprehensive Medical Practice Management Inc  
Comprehensive Medical Data Management LLC  
Office: 614-717-9840  
Fax: 614-717-9845