

12th December, 2003

Re: John New

To Whom It May Concern:

John New worked for Gresham Computing's NonStop products division, Gresham Software Labs, for four years and for six years prior to that with its predecessor, International Software Services.

His primary role was that of Technical Writer providing on-going documentation and writing services for the organisation's various products including Net/Master, Maestro and most recently TOP. John also performed a range of ancillary roles contributing to the quality assurance and testing for our products by supporting our testing team through the development and release process. In addition his responsibilities included the role of Web Master, ensuring that all the business' web content and download material was up to date and operating correctly.

During his time he contributed immensely to the development and success of the company's products, providing a very high level of attention to detail, providing input and guidance to the development team and generally contributing to the professionalism and excellence of the group. He is a thorough, conscientious and skilled technical writer with a deep knowledge of the NonStop environment and through his articles and other writing has contributed substantially to the wider NonStop community. We are sorry to lose him.

Please do not hesitate to contact me for further information about John. I recommend him to you.

Yours sincerely,

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