

Evolve to  
Simplicity



November 17, 2005

To whom it may concern:

Bill Whiteside worked for Champion for 20 months (February 9, 2004 to October 31, 2005) as a process analyst and documentation expert in the managed services division of Champion.

During this period Bill was tasked to develop and implement documentation standards and, using that standard, document policies, procedures, forms, tools and other items critical to the development of this new business division. Bill also developed a framework for storage of common materials on our Network and intranet and extranet web portals.

Bill is an exacting individual and was able to maintain a high standard across a fast moving and sometimes uncoordinated technical development effort. The results are a pleasure to use and work with and helped Champion earn accreditation in the MSP Alliance (our industry's professional group) in less than one year.

Bill was able to ensure that the standards were consistently applied and that our policies and procedures were complete, accurate and had continuity across hundreds of independent elements.

This was a very difficult job and the results have been appreciated by our customer and partners.

I enjoyed working with Bill. He has a positive attitude and cheery disposition. He is always at work early and was willing to take on almost any task and work to completion – even when it impacted his personal time. Difficult deadlines were consistently met and work always conducted in a professional manner.

Yours truly,

Ian Sutcliffe

President, Services  
Champion Solutions Group

791 Park of Commerce Blvd.

Boca Raton, FL 33487

Tel 561.997.2900

800.771.7000

Fax 561.997.4043

[www.championsg.com](http://www.championsg.com)

IT Simplification

Data Management

Business Continuity

Managed Services

Managed Maintenance