

# FULCRUM

PROPERTY MANAGEMENT

December 15, 2003

Ms. Robin Mars  
[robinmars@logicbuilt.com](mailto:robinmars@logicbuilt.com)

RE: Manage IT Software

Dear Robin:

In 2002, I purchased your Manage IT Software for my property management company. I had gone online, downloaded the Demo version and liked it so much that we decided to purchase the software and we have upgraded and purchased additional modules as our company has grown.

Since purchasing the software for my company, I have also gone to two other property management companies in my area and demonstrated your software, which ultimately led to them purchasing the software for themselves.

Both of these companies, and mine, were on Yardi previously and found that Manage IT was much more user friendly; easier to learn/ teach, easier to navigate and easier to correct when errors are made.

I also found that my clients really appreciated the easy to read format of the Manage IT reports. The reports eliminate unneeded data and are formatted so that even a lay-person can easily decipher the information therein.

Your customer service personnel have always been polite and responsive and are key to the success of your software. Whenever I have encountered a problem, I have called the Technical Support line and received polite, expedient assistance.

I will continue to refer your software wherever I see a need and you may certainly use my name as a reference in promoting your product.

Sincerely,

Tracy Engelen  
Property Manager/ Principal