



August 10, 2007

To Whom It May Concern:

The Calgary Health Region recently engaged Synovia to improve our IT Steering and Governance capabilities.

Using a structured approach Synovia was able to identify where, how, and to what financial magnitude an IT portfolio was able to deliver value to the organization. They mapped out relationships between our existing projects and identified the areas in our operations where IT could deliver the highest rates of return. The Calgary Health Region is well on its way to becoming one of the most value focused IT departments in our field.

The bottom line is that Synovia made IT value tangible and definable for key decision makers; something IT departments everywhere struggle with. They helped project stakeholders uncover and translate project benefits into highly transparent and tangible terms. We are now seeing the potential to shift to more fact based decision-making, and move away from discussions based on "we think, we believe, and we feel".

The degree of professionalism with which Synovia operates along with their impressive methodologies makes them unique in their field. I was very impressed with everything they delivered from start to finish.

Sincerely,

A handwritten signature in blue ink, appearing to read "W. Trafford", written in a cursive style.

Bill Trafford
Vice President, Advanced Technology
Calgary Health Region