

January 20, 2014

Jim Heaton, President  
Vox Integrated Solutions Model  
36 Glengowan Road  
Toronto, ON M4N 1E8

Dear Jim:

I wanted to thank Vox ISM for our successful implementation of our Microsoft CRM and SharePoint software.

We chose Microsoft CRM because:

- Its acquisition/maintenance costs are the lowest in the top tier CRM software category compared to SAP/Oracle/Salesforce
- The options to implement self-hosting and/or Online are well integrated with Office365/2013 with ability to go-offline
- The stability and robustness of the product,
- ***And its ease of integration and customization.***

We chose Microsoft SharePoint because:

- ***Its ease of implementation and flexibility as a document management system, and is scalable to meet demands***
- It has many features that can serve most organization's needs in terms of content sharing/management
- It brings digital content to internet/intranet at global scale for collaboration with minimal efforts and high security,
- And it is cost competitive with a high degree of integration to enterprise infrastructures.

Vox ISM is a highly professional organization that has been easy to work with at all levels. It is competitive and flexible, ***excellent at delivering as promised and provides great technical support and implementation services.***

Sincerely,

Sonny Nguyen  
IT Business Manager  
Pentax Medical

**About Pentax**

PENTAX provides endoscopic imaging devices and solutions to the Canadian medical community. We specialize in the development of video and fibre endoscopy equipment for observation, therapeutic and research applications in the Gastrointestinal, ENT and Pulmonary medical fields, offering a full range of products and services based on leading edge R&D and manufacturing.