

GENERAL DYNAMICS
Advanced Information Systems

December 1, 2004

William P. Anderson
President & CEO
Configuration Management, Inc.
140 Broad Street
Red Bank, NJ 07701

Dear Bill:

I wanted to tell you how rewarding my experience was working with CMI. I was very impressed by the skill and professionalism of your staff.

Your team began by interviewing my developers, managers and configuration management personnel. Based on these interviews, they developed an incredibly insightful Requirements Document that provided a roadmap and recommended approach for strengthening our process and increasing tool use efficiencies. Your consultants were exceptional performers in many areas, and CMI's objective, outside expertise has been invaluable to General Dynamics Advanced Information Systems.

Because of CMI's engagement, we were able to establish consistent standards and common change control mechanisms that directly enhanced our position with our US Navy customer. At the end of the engagement, CMI provided excellent training to my staff on the use of ClearCase, ClearQuest and ClearMake. This wrapped things up very nicely and empowered us to move forward.

From the customer-service mindset, to the technical aptitude that characterizes both your sales staff and your consultants, I was uniformly pleased with my CMI experience. I would happily repeat it again in the future.

Kind regards,



Edward Groner
Technical Manager
Systems Engineering
General Dynamics Advanced Information Systems