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Ms. Janet D. Bouknight  
Systems Manager  
BellSouth Information Systems  
4967 N. Royal Atlanta Drive  
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Dear Janet,

I wanted to take this opportunity to tell you how enjoyable it has been to work with Edward Johnson. As you know, Edward has developed a new software program for identifying stratified and/or random samples of employees for various applications, including the 1990 corporation-wide employee survey, ExChange. Although the old system (MARK IV) was operational, it was expensive to maintain and cumbersome to use. After discussions with Michelle Moyer, Cynthia Cunningham and Tina Babel, it was decided that Human Resources Research would work with BIS to develop a more efficient and cost-effective system.

From the time I began working with Edward on this project, he stressed flexibility and customization. He continually looked for ways to create efficiencies by designing a program with numerous applications. This new system can be used for the ExChange survey as well as other research efforts. In fact, it's already identified samples for small Public Relations studies!

The one thing that has most impressed me in working with Edward is his orientation to us--the clients. He has continually reviewed the development and operation of the system, presented me with various options, and designed a product that is easy to use while meeting a number of our needs. Although Edward is not a BellSouth employee, he truly exemplifies the Corporate Value of "Customer First". I trust that he can continue to help BellSouth improve its information systems/data processing capabilities.

Again, I wish to thank you for your leadership and assistance on this project.

Sincerely,



cc.: