

# parmalat

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Tony Giancola  
Real Time Systems  
11 Dansk Court  
Etobicoke, ON  
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Dear Mr. Giancola,

Re: Project "ESL Conveying", Parmalat Brampton

I am writing to let you know how pleased I have been with the performance of your personnel, in particular Mr. Ravi Bhyrajois and Mr. Bharat Patel, on the above project. Both have conducted themselves with utmost professionalism and have maintained a positive attitude throughout, even when the job required them to work long hours and many consecutive weekends.

The one big challenge which we did have was in trying to resolve communication difficulties with the DeviceNet network and the two new HMI's. This took longer than I would have liked, however Mr. Bhyrajois demonstrated great initiative in continuing to pursue a solution until each matter was resolved.

I have been particularly impressed with the speed with which your personnel have responded on the few occasions when programming issues were causing us operational difficulties. They are usually at the plant & working on a solution within an hour of a phone call from myself. In addition, they have been quite proactive in checking the details with me before implementing PLC or HMI changes, which has enabled us to work quite well together to arrive at solutions which best meet the needs of the operation.

It has been a pleasure working with RTS on this project, and I look forward to working with you again in the future.

Sincerely,



Scott Hanneson, P.Eng.  
Parmalat Engineering North America