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July 6, 2010

**Bon Secours
St. Francis Hospital
Roper Hospital**

Mrs. Sandy Wilder
Leading Edge Software Solutions, LLC
103 Woodlake Drive
Summerville, SC 29485

Dear Sandy,

On behalf of the entire team at Roper St. Francis Foundation, thank you for the outstanding job that you have done both cleaning up our existing Raiser's Edge database as well as training staff on its proper use. After years of data being put into our Raiser's Edge system inconsistently, our team had very little confidence in the information that we were able to pull from it. Numerous staff hours were being spent to manually verify the numbers being pulled from Raiser's Edge. This lack of confidence in our donor records caused significant concern about our ability to grow a successful fund raising program.

Several years ago, we invested in an on-site Raiser's Edge staff training which was not personalized for our needs. Although expensive, this training resulted in little to no benefit to us. It was only after working with you and Leading Edge Software Solutions that we finally have true confidence in our database and donor records. Sandy, the outcome of your training has been above and beyond what we expected. Through the increased confidence in our database, our department's efficiency and productivity has increased significantly. We also now have much happier employees as our employee satisfaction scores have improved.

Again, thank you for all you have done for Roper St. Francis Foundation. Our partnership with Leading Edge Software Solutions has been, without question, transformational for our organization.

Sincerely,

A handwritten signature in blue ink that reads "Susan S. Sullivan".

Susan S. Sullivan
Executive Director