



June 5, 2007

Valerie Kroetsch
VSB District Manager
Central/Southwest Ohio and Kentucky
HP Services
1403 Oak Court, Suite 100
Beavercreek, Ohio 45430

Dear Valerie,

The Cardinal Health Technical Services team wants to extend our appreciation for the work that the combined HP and Coastal Technical Services (CTS) team, led by Chuck Rabe and Jack Webb, respectively, did returning Cardinal Health's network and server infrastructure at our Radcliff, Kentucky and Little Rock, Arkansas Call Centers.

While the task that HP and CTS conducted was routine to your respective organizations, the clean-up effort at Cardinal Health's Radcliff and Little Rock Call Centers – centers that generate billions of dollars in revenue annually for Cardinal Health – was an extremely important and risky project for our company.

Working as a combined team with Cardinal Health technicians, Chuck and Jack's teams participated in all planning efforts and once on-site, accommodated Cardinal Health's request for an aggressive weekend schedule to allow sufficient time for testing and system recovery if necessary. Even though the originally planned schedule had HP and CTS' effort spread more over each respective weekend, the on-site teams worked later on Friday and Saturday evenings to give the Cardinal team more time to do their jobs.

In addition to working late, we truly appreciate the real concern by your staff for bringing our systems back to top-of-the-line condition. The on-site teams were extremely attentive to Cardinal's needs and while observing HP and CTS protocols for cleaning, went above and beyond to ensure that Cardinal's systems were not only restored, but made repairs that brought the systems back to a state above that expected post-cleaning. It was quite obvious that your teams take special pride in their work.

All in all, we are extremely satisfied with the efforts that your teams put into this project and ask that you extend our appreciation to them. This was truly an outstanding effort.

Thank you,

A handwritten signature in blue ink, appearing to read "James D. Bennett".

James D. Bennett
Cardinal Health
Director Enterprise IT