



26th March 2004

Dear Dave,

Just like to say a huge thank you for your help and assistance, in upgrading the Tube Lines HEAT environment.

In my time as a consultant and end user, I have not come across many if anyone, who have shown such dedication and professionalism as you did on Monday night, Tuesday morning.

When things didn't go to plan there was no sign of any panic, just solutions, this made me feel totally at ease.

The operators on that morning could not believe we had worked all through the night, and the following morning stated that they wish all IT professionals showed the same attitude.

The xcalibre teams saw us as the highest risk due to our late engagement in the project, but were pleasantly surprised as we finished first.

Regards
Martyn Capes
Technical Manager (Control Centre)
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