



David Cantliffe  
BottomLine Advantage LLC  
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Dear David,

You recently asked me several questions about our experience working together. I thought I'd share some of my thoughts to assist other companies evaluating BottomLine Advantage's services.

When we first met, things were not broken on our end by any means, but we're always looking to get better and certainly looking to save costs where we can.

As we were deciding to outsource this cost reduction task to BottomLine Advantage, I liked the story of how you started the company. I also liked the fact that you had experience in this industry, so it made sense to engage you to help us with this process.

What we desired at the outset was having somebody that could do the day to day legwork as well as having the industry "insider" experience that would result in the cost savings we were hoping for.

You asked me if we feared anything when deciding to engage BottomLine Advantage. Maybe a fear of the unknown, having not gone through a process like this before. I think anytime you start doing business with a new vendor or a new service provider, you find yourself in a position where there's some unknown that you've got to work through.

Knowing about your background plus your book, "Slash Your Operating Budget" as well as your contingency based business model helped me move past my concern. I knew I would see savings before any fee was incurred.

When reflecting on what was accomplished; the expense we evaluated was certainly more technical and complicated than I thought it was, and that was good for me to know and understand. Also, we significantly lowered our cost while simultaneously enhancing vendor support.

If I was to describe BottomLine Advantage to another company, I would say you guys are experts and have the ability to accurately evaluate a company's needs. Then you find them a service provider that can be matched up to fulfill those needs at the best price and vendor support possible. All without any upfront cost.

If I can help answer questions for a prospective client, let me know.

Best Regards,

Michael Wankier  
CFO

Larry H. Miller Management Company