



January 4, 2012

Dear Valued Feterick Customers and Partners,

For the last 22 years, customers and partners like you have made our company a resounding success, so much so that we are pleased to announce our merger with Crestwood Associates LLC. This merger joins two long-standing Microsoft Dynamics partners, allowing us to serve you with what we feel is the strongest combination of expertise and customer focus in the Midwest.

What does this mean for you?

- A much larger technical team with a wide range of expertise.
- An increased commitment to customer service through dedicated Client Service Managers.
- A fully staffed, local support desk at-the-ready to answer your technical questions.
- Friendly and talented administrative staff at the other end of the line to address any questions you have.
- A partner who will be there for you today, tomorrow and into the future.

Feterick has always been committed to high level of customer satisfaction, delivering the right tools to you when you need them. This merger only improves upon our ability to deliver these services. We now have a large team ready to implement, support, train and maintain your Microsoft Dynamics SL, Dynamics GP and Dynamics CRM, and Acumatica systems.

During this merger, rest assured that your service will continue without disruption, and we will continue to partner with you, support you, and re-earn your business every day.

I want to personally thank you for your loyalty over the years, and to make a promise to you that Feterick's spirit, commitment to you, and high service standards are alive and well at Crestwood Associates. Here's to a happy and prosperous 2012 together.

Warm regards,

Richard M. Feterick, President  
Feterick & Associates, Inc.