



To whom it may concern

When Brita moved from Sunbury in Middlesex to Bicester in Oxfordshire at the end of 2004, we lost our in-house document scanning team and with the additional workload created by the move, it was not an immediate priority to recreate it. However, in time, the backlog of paper files built up and it was suggested that rather than doing it ourselves, outsourcing seemed to be a more economic prospect.

We awarded the contract to Merlin Document Management Services as they had worked with us previously setting up and supporting the in-house facility and so they already knew what we wanted. They also offered a very competitive price.

They have retained the contract now for the fourth year because as well as their prices remaining competitive, they have demonstrated a very high level of quality and service:

- Every deadline has been met
- The quality of the images has been excellent
- The standard of indexing has ensured fast and accurate document retrieval
- Queries have always been answered promptly and fully
- They have provided excellent after-sales support

I have no hesitation in recommending Merlin to any potential customer who wants an effective means of taming their paperwork.

A handwritten signature in black ink, appearing to read 'Jo Bailey'.

Jo Bailey
Business Process Manager





MASS Systems

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We are major suppliers of facilities management software, solutions and services to a number of organisations in the NHS. We are often called upon to handle the back-scanning of large quantities of hard-copy filing, sometimes running into millions of sheets, and have, in recent years, employed the services of Merlin Document Management Services Limited to provide this function.

Without exception, they have provided a service and product that meets and exceeds all time and quality criteria and have on many occasion made value-added suggestions that enhance our own reputation in the eyes of our clients.

I have no hesitation in recommending this company to any organisation requiring a reliable document management service.

Yours faithfully

D J Bolt
Chairman



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For the attention of Mr Bob Darby

Dear Bob,

Thank you for your analysis of our spend with your company since 1993.

It is good to record the fact that you have provided us with an excellent service during this time. I trust that we will continue this satisfactory business relationship.

Yours sincerely

Adrian J Shiner
Director of Technology

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LIVE ARCHIVES FOR METAL BULLETIN

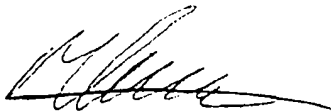
Metal Bulletin is a company which produces directories for the metal and steel industry and is part of Euromoney Institutional Investor.

In order to compile directories, it contacts companies from all over the world asking them to complete or update forms which may be anywhere from 3 to 20 pages or more for an individual company. An average directory has anywhere between 1,100 and 1,900 companies each of which have paper files. There are 8 core directories covering different commodity groups and activities, each of which is updated, on average, every two to three years, generating a new raft of paperwork.

Each time a new directory was produced; there is a need to refer back to documents for the new edition. Wading through reams of paper was not the most efficient way of doing it, not to mention the amount of expensive Central London space it occupied. They decided that electronic storage was the answer and contacted a number of companies operating in this field for ideas.

Merlin Document Management Services, based in Aldershot, Hampshire, won the contract because they offered secure storage together with easy to use CD-based searchable software. They provided a live demonstration to chop and change the spec until the users decided that it provided the right solution. Also, most important . . . Merlin's price was right!

The whole backlog was completed in a month, and updates started in the New Year as new editions continue to be published. We're all very happy with the speed and quality of the work, as well as the CD-Rom based software, it's great and just what we want.



Mark Owen,
Deputy Manager, Directories & Databases