



February 2004

To Whom It May Concern:

During the last six months Ms. Tiffeny Mullaly has worked for me as a marketing communications consultant for the Worldwide Government Marketing Division of FileNet. My position entails the overall responsibility of marketing programs and communications in the state government and federal markets worldwide.

In the short time Tiffeny has been with our organization she has been able to quickly ramp up marketing communications in the areas of case studies, win reports, customer profiles and competitive intelligence. Her contributions helped build the foundation for government solutions sales tools for our worldwide field sales organization.

Ms. Mullaly's understanding of the state government and federal markets is an invaluable resource in shaping our government market messaging in the areas of enterprise content management and business process management. I can recommend Tiffeny Mullaly to any organization looking to expand their marketing leadership in vertical markets.

If you have questions please feel free to contact me at 714.327.7688.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bill Cull', written over a horizontal line.

Bill Cull
Director, WW Government Marketing
FileNet Corporation