

**From:** Recher, Stuart (Regional Sales Director)

**Sent:** Friday, December 12, 2003 5:24 AM

**To:** Lombardo, Vincent

**Cc:** Wolkner, Tom; Colantino, Jim (V.P. of U.S. Sales & V.P. of North American sales & sales mgt.)

**Subject:** FW: Thanks for Rep

Vince,

This is one tough client to please! I appreciate your efforts in winning back the hearts of some old clients.

Keep up the good work.

Stuart

p.s. I'm looking forward to seeing the Moen order!

-----Original Message-----

**From:** Carlson, Nancy F. [mailto:carlsonf@westinghouse.com]

**Sent:** Thursday, December 11, 2003 2:30 PM

**To:** 'Stuart.Recher@dialog.com'

**Cc:** Eldridge, Diane D.

**Subject:** Thanks for Rep

Stuart,

We were very glad to learn that we again have a Dialog rep, Vince Lombardo. He was here this week to give us an overview of some of Dialog's offerings and it was a great pleasure to meet him. Many Pittsburgh area information professionals have been left out in the cold by Dialog over the years, especially those of us who have not been able to sustain large accounts due to organizational changes.

There's been very little in the way of personal contact or training. I understand that the information marketplace is changing and Dialog like other vendors must pursue opportunities where they find them; if that means abandoning librarians to a degree - who knows, maybe it will work or maybe it won't. But no vendor should alienate this potential customer group if they can help it. Even those of us who no longer have libraries and budgets are still involved in decision-making for our organizations regarding information content.

Our last sales rep, Richard Kaiser, was overly aggressive - and arrogant even though he didn't know much at all about the product. I understand he is no longer with Dialog and I congratulate the company for not retaining him. We find Vince to be enthusiastic, open and positive.

So you can see, given our past frustrations, why we so much appreciate meeting Vince and we hope that we will hear from him on a regular basis. He seems to have a sound history in the information and publishing business, and his positive opinions about Dialog come through very well in all that he says.

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