

TALBOTS

Established 1947

175 Kenneth Welch Drive
Lakeville, Ma 02348

July 26, 2010

Potential Pyramid Control Systems Customer

Dear Sir or Madam:

Talbots' business partners at Pyramid Control Systems have asked that I write a reference letter detailing the companies' relationship.

In 1995 Talbots took on a facility expansion in Lakeville MA, adding 100,000 sq ft to an existing facility, automating much of the central receiving and retail distribution processes. Pyramid Control Systems was the sole provider of control systems for several sorters (3 flat carton and 2 trolley sorters), and provided a key systems link in governing local WMS communications with a remote host.

Again in 2000, Talbots did an additional 125,000 sq ft facility expansion, updating the core sort system to a high speed shoe sorter, and adding much additional automated conveyor systems.

This expansion was enhanced with an integrated Print and Apply System from Pyramid in 2004.

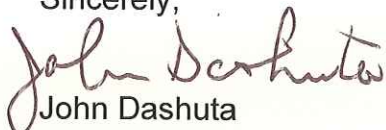
The above three projects were the major undertakings with Pyramid, all at Talbots' Lakeville Ma. Distribution Center. There have been other smaller but equally successful projects completed over this time frame and up to the current period. Each project that Talbots has undertaken with them has been accomplished on time and on budget.

Pyramid's soft sell approach and can do attitude is reflected in every member of their company. I know of no one who has left their employ over the term of their partnership with Talbots. This says something about the company. It is comforting to call and speak to some one who not only has knowledge of systems, but who is familiar with this particular installation. On post implementation support, we have never experienced a delay in making contact with assistance. Typically, this occurs on the first call, with someone known by Talbots.

Besides Talbots' businesses of catalog and retail, I have first hand experience with successful installations by Pyramid at J Jill and LL Bean.

Pyramid has always recommended leading edge but not bleeding edge technology. This has kept Talbots out of the 'upgrade or die cycle' of equipment replacement, while maintaining a high level of technical agility.

Sincerely,



John Dashuta
Manager, Operations Systems
John.dashuta@talbots.com
781-741-4330

