



A L A Z B O Y Company

Memo

TO: Whom It May Concern

FROM: Otis S. Sawyer, President

DATE: October 12, 2011

SUBJECT: Recommendation of Cruze Computer Systems

England, Inc. is a member of the La-Z-Boy family of companies. As a separate and autonomous operating division, we are responsible for our own IT systems. For over 25 years, we have contracted with Cruze Computer Systems to provide information technology solutions for all aspects of our business. Cruze has designed, built and programmed our primary computer system. Information technology is a critical component of our operation. A computer outage will literally shut down our entire manufacturing process. Because of this, our system design specifications required complete hardware redundancy. Cruze was able to accommodate these high standards at a very reasonable cost. During the last 15 years, England has never once experienced a system outage. All hardware malfunctions (which have been rare) have been automatically recovered and rerouted by our redundant hardware.

With the help of Cruze, England has stayed at the forefront of new technologies without having to expend large sums of money to do so. In addition to production and accounting systems, we have asked Cruze to provide solutions for electronic data interchange between our primary customers and vendors, web-based order entry for our customers and sales reps, and paperless office solutions designed to eliminate labor and save materials. Cruze has designed and developed a host of other unique and challenging applications which have always met or exceeded our demanding requirements.

I count Cruze Computers among my very finest suppliers and give them my unconditional recommendation.