



Vanessa Land
Managing Director
Devonshire Marketing Consultants Ltd
Royal Albert House
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Windsor, Berks SL4 1BE

2 May 2005

Dear Vanessa,

I wanted to write and personally thank you for the tremendous PR results that Devonshire Marketing has achieved with regards to promoting Somerfield as a KVS customer. As an end user customer, we are often asked to support various products and services by IT vendors and their PR and marketing agencies, and until now I have been consistently unimpressed by such initiatives.

However, you and your team have not only taken the time to understand Somerfield's use of Enterprise Vault at both a business level and an IT function, but have also gone out of your way to ensure that we actually benefited from the PR coverage.

In the numerous press interviews with the trade and national media, the speaking opportunities, video testimonies, case studies and interviews with industry analysts that you have orchestrated over the past three years, Somerfield has been extremely well positioned as a pro-active, responsible company and a forward thinking organisation – particularly around the area of compliance. This has benefited both KVS as a vendor, as well as Somerfield Group as a whole.

Devonshire Marketing not only created these opportunities, but you and your team also took time to give me valuable advice and insight. At times, it was hard to see where Devonshire Marketing ended and KVS/Veritas began. This is the hallmark of an effective agency. I do not have time for PR agencies in general, and have fired a fair few in my time. But the professionalism, results and advice we have received from Devonshire is without doubt the exception to this rule. It is your "safe pair of hands" that has convinced me to support KVS and its products so publicly.

I know the KVS management team have been equally delighted by the results. I understand that with the acquisition of KVS by Veritas, Devonshire Marketing will no longer be promoting Enterprise Vault moving forward, which is both a shame and a mistake in my view.

I wanted to personally thank you and your team for all of your efforts and impressive results achieved over the years. It has genuinely been a pleasure working with you all and I hope to do so again in the future.

Sincerely yours,

A handwritten signature in black ink, consisting of several loops and a trailing line, positioned below the text "Sincerely yours,".

Colin Clark
Corporate Cost Audit Controller