



DIVISION OF  
*Johnson & Johnson*  
Vision Care, Inc.

April 1, 2010

Craig Bertorello  
TriFactor, LLC  
2401 Drane Field Road  
Lakeland, FL 33811

Dear Craig,

When we first set out to build our new Deerwood Distribution Center back in 1994, there were many things to take into consideration. The location and size of our new facility had to be accommodating for plenty of future growth. The material handling system layout for the facility also had to be configurable and scalable to accommodate future needs. At the same time, all aspects of the project had to be practical for the here and now.

In addition to the common demands described above, there was one other consistent, and significant, challenge both our companies faced once we were operating in the new facility: all of the future material handling system changes, expansions and integration had to be done off-shift hours, or on weekends such that we could maintain our daily operations. This type of demanding work was not a task for just any systems integrator. When I first sat down with your team from Advanced Handling Systems (TriFactor), I knew we were headed in the right direction and developing a partnership with the right company. The attention to detail, clear communication, and willingness to do whatever was required to make us successful, was confirmed from day one.

Rarely is a business partnership as lengthy and successful as the one that we developed between our companies. Not only have the times changed, but also our companies have, from size to name, to the names of the resources on both our teams. Back in 1994, who would have thought that we would still be working together today?

I believe that our working relationship has been beneficial to both parties. I know that the leadership here at Vistakon respects all of the hard work that TriFactor has done for us over the course of almost two decades. There has never been any doubt that if there was a project large or small, the TriFactor team could handle it and would deliver. Your team's dedication to putting the customer first, even when that infringes on weekend time and typical off-hours, is second to none.

I would gladly recommend TriFactor's engineering team to any warehouse or distribution operation looking to increase efficiency and throughput, and recognize their ROI as soon as possible. I'm happy to share our success story with others considering working with TriFactor, formerly Advanced Handling Systems.

Sincerely,

John Edie

Worldwide Distribution Engineering Manager  
Vistakon, Div of Johnson & Johnson