

July 8, 2008

Mr. JJ Phelan
Chief Operating Officer
TriFactor, LLC
2401 Drane Field Road
Lakeland, FL 33811

Dear JJ,

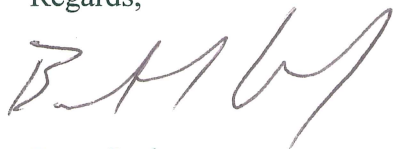
Thanks to TriFactor, West Pharmaceutical now has a very reliable material handling system in place with its St. Petersburg distribution center.

We were impressed with the TriFactor team's overall knowledge of the medical supplies industry. This was an important factor in your company's ability to design, build and implement exactly what we wanted.

From our viewpoint, TriFactor is a first-rate organization, supported by an outstanding technical and sales staff. Based on the positive experience we have had with your company, I am very pleased to give TriFactor a very high recommendation.

What more is there to say? TriFactor delivered as promised and met all our expectations.

Regards,



Brent Ledoux
Compound Process Engineer
West Pharmaceutical Services
St. Petersburg, Florida