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September 20, 2001

Ms. Yvonne Brown
President
Ball of Gold Corporation

Ms. Brown,

Your Knowledge Management class was extremely helpful. As a member of Maxim Group consulting services, we noticed Knowledge Management gaining momentum within our clients. You took a concept that was still relatively unknown in the consulting industry and made it understandable through best case studies. You further broke down, through heavy class interaction, why some cases achieved success or failure. Because of this, I was able to apply these principles and leverage them with current and existing customers. In one situation, it helped us to win a six-figure assessment engagement due to the concepts I learned exclusively in your class.

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