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To serve the interests of the public and guide the profession of psychology.

December 8, 2011

To Whom it May Concern:

Re: Quercus Solutions Letter of Reference

The College of Alberta Psychologists (CAP) is pleased to provide this letter of reference for Quercus Solutions.

In July of 2011 CAP commissioned Quercus to develop a membership management and data handling system. The CAP database system was outdated and did not meet the tracking needs of foreign qualified applicants as stipulated by the Government of Alberta.

Quercus performed a thorough analysis of our processes and systems as well as the requirements related to our foreign applicants. They recommended, designed and built a membership management system for CAP involving a SQL server solution with a secured Windows front-end. The system is about to go live at the time this letter is written.

Throughout every phase of the project Quercus maintained ongoing communication with CAP and actively involved us in the designing and testing of the system. In addition to regular meetings and telephone and email communication, we were provided with weekly written updates on the status of the project, including cost breakdown, and a website to access all related documents. They were punctual and immediately accessible to answer all of our questions. The Quercus team was always mindful of costs, our must-have requirements, our work culture, legal requirements and our need for flexibility in the system. They were creative, adaptive and responsive to our requests and diligent in documenting and communicating every aspect of the project. Training was scheduled and provided as needed.

Some of the outstanding qualities of the Quercus team noted by us are their individual and collective abilities to listen, understand our needs and explain their work in a language that was meaningful to us in spite of the fact that most of us are not information technology savvy. The Quercus team is a team of true communicators and collaborators; they are friendly, accessible and obliging resulting in an exceptionally positive and productive alliance with CAP.

As a result of Quercus' services, CAP now enjoys the following benefits:

- Tracking of information related to foreign applicants as required by the government.
- Improved reporting and trend analysis for regulating the profession in Alberta.
- Enhanced tracking of professional membership data.

- Security-trimmed data access for CAP staff to enter and retrieve data in a trusted environment.
- Flexibility in adapting to emergent data needs for the practice of psychology.
- Easing of daily data workload for CAP staff.
- Improved accuracy and data management with member management and accounts receivable.

The College recommends Quercus unequivocally as a valuable partner in information technology projects.

Sincerely,



Alexandra Kinkaide, PhD., R. Psych
Registrar and Executive Officer