



Kudos to Vicken Khachadourian, California

January 13, 2009

Cathy:

I would like to thank Oracle for the support I received for the above referenced SR number.

There were a number of individuals who participated along the way including Leng Burgiss, Silvio Martinez, and Vicken Khachadourian (and probably one or two others I can't recall)

I would like to recognize one person separately whom I received outstanding and continuous support in particular: "Vic".

His experience, knowledge, patience and great attitude were critical in resolving the underlying corruption and database issues. He was reliable, always available, understanding, and made communication, explanations, and directions easy to follow and comprehend from a customer perspective. I realize Vic was part of a team of individuals who helped contribute to the resolution of the issues, but Vic went out of his way to take control of the issues and work with me in an outstanding manner that I gratefully appreciate and respect. His attitude, care, and professionalism have renewed my belief in Oracle and Oracle's support mechanisms. I had not used Oracle support for a number of years because of unsatisfactory past experiences, but having dealt with an intelligent and caring individual like Vic has returned a measure of reliability and trust in Oracle support for this customer.

This was truly the best outcome and working experience I've ever had with Oracle support. Please wish Vic my personal congratulations and continued successes. He is truly an outstanding employee and a great representative for Oracle.

Thanks again to your team and everyone who helped resolve the issues.

Lawrence M. Logan, Director Electronic Investigative Support Group – Medicaid Fraud Control Unit, Office of the New York State Attorney General