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To Whom It may Concern:

I have known Roy Sequeira as a co-worker, and later as his manager, for more than a decade now. And, I have the distinct pleasure of numbering him among my friends as well.

Roy and I met at Stratus Computer where we both worked in different assignments in Customer Service. When we first met, he was responsible for improving the accuracy of the feedback Stratus used to measure its customer satisfaction. He also maintained and updated the model of its service business, using it to forecast costs and revenues for new products and new programs.

I found him to be an individual of great intelligence, imagination and dedication in working simultaneously toward the company's and the customer's best interests. He was tenacious about examining the facts behind assumptions, explicit and implicit, yet he always presented his findings as issues to be resolved, rather than as indictments of people, policies or organizations. Furthermore, he was always willing to be part of the team that solved what he uncovered. Because of his work, Stratus developed a true picture of its customers' satisfaction, an up-to-date accounting of our service expenditures, and an accurate model of new product service costs.

When Roy worked for me doing pricing models for Customer Service, I could always depend on a thorough analysis of any situation. He often went beyond the stated goal to examine the probable change in customer behavior that would follow implementing a model as well, and what that would mean. Although he was certain to present his analysis and recommendations clearly, he was not "dug in" on them. As a result, he fostered an attitude that produced many fruitful ideas in the dialogues that followed his presentations.

One quality of Roy's that I find personally very valuable is his ability to meet with a wide variety of people in an organization and to meet each of them as an equal. His open, gregarious nature, genuine concern for helping others, and broad business experience made him an ideal trouble-shooter and on-the-spot reporter in difficult situations, particularly in cases where issue cross department boundaries and involve several levels of the organization hierarchy.

In summary, I recommend Roy without hesitation to any organization that wants to make him part of their team. I am happy and willing to provide additional information about this noteworthy individual.

Sincerely,



Gregory A. Baryza  
Manager, Documentation  
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