



January 7, 2003

Mr. Arthur Bourque:

I wanted to start off the New Year with conveying what a tremendous job was performed by Surveillance Specialties for Analog Devices in 2002.

I understand the complexities dealing with multiple contacts, supporting a (24) hour X (7) day operation, 365 days a year.... but you have simplified the whole process with service, expert trouble shooting and being so very reliable. All shift supervisors express the quality of teamwork and level of cooperation regardless of the time or situation.

I have enjoyed 100% uptime on all our Security equipment as-well-as Ccure card access that is so very critical for Analog.

If I were to review the year and comment on the best attribute of Surveillance Specialties, that would be a tough decision... but what proved Surveillance Specialties value to me this year is the term " one stop quality vendor".

A perfect example: Completing the fast track design, schedule and installation of card access for all identified locations, security cameras and ADA requirements for handicap door entrances on time and in budget for our new 150,000 sft R&D facility.

Never once during this period, in our many buildings on campus, did another reported problem situation go unresolved. Your level of commitment is very commendable. Words are easy, you have demonstrated your commitment to Analog and I look forward to the relationship lasting for years to come.