



The last 3 years have been a bit difficult for us all, but despite all the problems, we were able to maintain and even improve Progressive's 20 year reputation for providing unparalleled customer service and relevant high-quality products. All of y'all (I never have understood how to use y'all, but I'm learning), have been dedicated to exceeding our customers' expectations under often challenging circumstances, and I want to thank you all for helping make the past 3 and a half years the most professionally rewarding of my career so far.

As we join with SIVA, we are able to bring the best of our experience and history, without any of the baggage that our competitors have enjoyed trumpeting about:

- We will continue to combine our real restaurant experience with our technological expertise to deliver complete solutions to our customers' problems as well as provide a return on investment.
- We will continue to listen, hear and act upon the needs of our customers.

SIVA shares our vision and together we will build upon both our foundations and build a company that will be the pre-eminent leader in our industry and take our values into the future.