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Claudio Riolo
Hands-on Systems
7 West Street
NORTH SYDNEY NSW 2060

Dear Claudio

RE: Implementation of Microsoft Dynamics NAV 5.0 for Aqua-Cool Towers

Aqua Cool Towers is an Engineer/Make to order Manufacturer of Cooling Towers for the Australian market.

Sybiz was our previous solution which served us successfully for over 5 years. However it was not sufficient to drive the growth. Over recent years we outgrew our system including maintaining a number of separate databases. Key points such as not having integration with Manufacturing including Bill of Materials, MRP, Make or Buy decisions and getting the right information out of the solution started to impact the business productivity and getting the right business insights for management level.

Integration of all these processes, ease of use, and future direction of the organisation were the fundamental selection criteria for the new business solution. Microsoft Dynamics NAV met and exceeded these criteria. Industry expertise, proven implementation methodology and local support were fundamental to selecting the right business partner to implement and support Dynamics NAV for Aqua-Cool Towers.

Scope and delivery/project management are strong points of Hands-on Systems. This in combination with meeting the deliverables on time within budget was absolutely a pleasant and eye opening experience for us.

The value of the native and deep integration with Microsoft Office impressed us so much that we also upgraded our Microsoft Office solutions to Office 2007.

Our staff are very impressed with the ease of use of the solution and the way you can drill down into and navigate on the information.

We would not hesitate to recommend Hands-on Systems and Microsoft Dynamics NAV to any business that is considering replacing their business systems.

Yours faithfully,

Julie Zarlenga
Engineering Manager
Aqua-Cool Towers P/L



MEMBER