

August 11, 2005

Mr John Munnely  
Hands-on Systems  
7 West Street  
NORTH SYDNEY NSW 2060

Dear John

On Monday August 8 we signed-off on the implementation project for Microsoft Navision software and I am writing to thank Hands-on Systems for the very professional way this project was managed. As you are aware, this was a very important decision for our company as we looked to upgrade our distribution and service management systems.

In early 2004, we decided that our then current systems were not going to allow us to grow the business and provide the same level of after sales service as we would wish. We examined a number of solutions during the year and were impressed with the functionality of Hands-on System's offering of Microsoft Navision.

With branches across Australian states, warehouses in Brisbane, Adelaide and Perth, and a subsidiary company in New Zealand, we use Microsoft terminal services to access the centralised system over an internet-based VPN.

Our key requirements for the future were the ability to track sales and efficiently care for back-orders. We also needed to track serial numbers and warranty replacements through a service management module that would also enable us to detect recurring problems or repairs. Obviously, having access to accurate and timely financial information was essential to our needs. We also required the assurance that whatever system we chose would be supported well into the future. Microsoft's commitment to R&D was an important factor in our decision to proceed.

The Hands-on sales team took the time to understand our requirements, prepare a functional requirements document and a project plan. This enabled us to clearly identify the components we needed to build the system we required, without the need to purchase unnecessary functionality.

Once the plan was approved, the Hands-on consulting team led by Uwe Schlagmueller worked closely with our team to deliver the system on time and under budget. We were then able to utilise the remaining budgeted time to implement a payroll system, which we had originally planned to do as a separate exercise.

We are very satisfied with the Navision software itself and particularly with the way Hands-on Systems has handled the project through all its stages.