

# BOHEMIA CRYSTAL PTY. LIMITED

ABN 76 001 327 653



49 FITZROY STREET, MARRICKVILLE SYDNEY, NSW, 2204  
POSTAL ADDRESS: PO BOX 3180 MARRICKVILLE METRO, NSW, 2204  
TEL: (02)9565 1855 FAX: (02)9565 1644 EMAIL: sales@bohemia.com.au

Mr Rocco Cutri  
Hands-on Systems  
7 West Street  
NORTH SYDNEY NSW 2060

Dear Rocco,

Now that our Microsoft Dynamics software is up and running, I am writing to thank you and the Hands-on team for the professional way in which the implementation was handled.

As an importer of large quantities of high priced items, we were looking for a system that allowed us to control our stock and to have accurate information regarding the stock levels across our business. We are pleased to say that by installing Dynamics NAV we have exceeded our requirements; it has dramatically improved our stock control, through effective lot tracking and accurate stock control in multiple locations and bins.

Implementing the Dynamics NAV system has given us improved visibility, more meaningful management information, and has incorporated all the aspects of our business into the one system.

For instance, using the integrated Point of Sale functionality, we upload daily sales results from all our outlets across Australia and can report on these immediately. Also, we now handle our overseas orders in Dynamics, whereas we used to track these manually in Excel and later incorporate into reports.

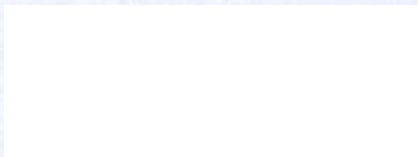
We have been able to eliminate the need for double entry into the system and data entry is now carried out by all operators, which has resulted in considerable savings and increased accuracy in processing our data.

All in all, we are very happy with the added level of efficiency that Dynamics has brought to the business. The standardisation of our systems to one Microsoft platform has been very beneficial, and the familiar Microsoft "look and feel" has been particularly valuable in training our staff to use the software.

I would like to compliment your staff on the time and effort they devoted to understanding the complexities of our business and the professional way in which they overcame our business pains.

I would have no hesitation in recommending Microsoft Dynamics NAV and Hands-on Systems to other companies in our line of business.

Yours sincerely,



Managing Director  
Bohemia Crystal Pty Ltd