



DE LORENZO

Gene Clewett
General Manager
Hands-on Systems
Ground Floor
7 West St
North Sydney NSW 2160

7 May 2004

Dear Gene,

I would like to commend the Hands-on Systems team for the excellent service provided to De Lorenzo over the last few years.

De Lorenzo first commissioned Hands-on Systems to provide computer network support and support for the Microsoft Navision financial management system in 2001.

Since that time, the Hands-on Systems staff have provided competent service on a consistent basis. Your Microsoft Navision support team knows our application thoroughly and have a good understanding of our business.

We appreciate that your software developers take great care to fully understand our requirements and provide quality software developments in an efficient manner.

We are very happy with the Microsoft Navision system, particularly with the customisations carried out by Hands-on Systems. The system not only fulfils our current business system requirements effectively; we know that we can adjust and change the functions as our business changes.

The computer networking services provided by Hands-on Systems are always extremely professional. The regular maintenance service ensures that our system is always dependable.

I am very impressed with the performance of Hands-on Systems and have no hesitation recommending your services to your potential clients.

Yours truly,



Financial Controller
De Lorenzo Hair & Cosmetic Research Pty Ltd

Hair and Cosmetic
Research Pty Ltd
ABN 63 002 218 577
ACN 002 218 577

PO Box 6745
Silverwater 1811
NSW Australia

103 Camarvon Street
Silverwater NSW
2128 Australia

Tel (02) 9748 8900
Fax (02) 9748 8700
Toll Free 1800 800 347

www.delorenzo.com.au

