



Claudio Riolo  
Hands-on Systems  
7 West Street  
North Sydney NSW 2060

14<sup>th</sup> September 2009

Dear Claudio,

Harris Farm Markets is a leading independent fresh food and grocery company in Australia with distribution operations in Sydney's Flemington Markets and 22 stores statewide.

Late in 2008 I headed a team investigating solutions to replace our aging AS400 solution which, though functionally rich and well suited to our fresh business, was hampering our growing grocery business and overall operational efficiency. In January 2009 a Request for Proposal was released and several leading ERP solution providers were shortlisted and more detailed evaluations commenced.

During this process, Hands-On Systems approached us offering a complete Microsoft business solution to suit our retail fresh food and grocery business. They impressed us with their industry knowledge and proof that their experience with similar customers was suitable for our needs. Hands On were chosen to supply and implement Microsoft Dynamics NAV to Harris Farm Markets on 31 March 2009.

The implementation of the financial modules commenced in April and went live for the new financial year commencing 1<sup>st</sup> July 2009. After the expected teething problems, the end result was well received and vindicated the chosen solution and implementation partner. Hands-On Systems finished this phase of the project on time and under budget. This first phase has seen a dramatic reduction in invoice processing errors and overpayments.

The second and biggest phase currently under way encompasses inventory management and company-wide change management. All our buyers will soon be purchasing online through a custom application and the warehouse will, for the first time, be able to receive and cross-dock orders arriving from the markets moments after a purchase has been made – all before most of us have woken up.

We expect significant improvements in the processing of buying transactions and warehouse clearance, a daily event for us. In particular, data entry will be practically eliminated and monitoring of warehouse balances (a full time job) will become automatic. We also plan to use auto-replenishment for grocery lines which will substantially reduce the manual effort and over-ordering of today.

We understand that Hands-On Systems will continue to offer their business solutions into the food industry and we believe they have the ability and the organizational culture to work with companies like ours. I am delighted to recommend Hands-on Systems and wish them continued success.

Yours sincerely,

A handwritten signature in blue ink that reads "Mark Hudson".

Mark Hudson  
Chief Information Officer  
Harris Farm Markets

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