



# National Auto Glass Supplies (Australia) Pty Ltd.

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17<sup>th</sup> September 2009

Adair Durie  
Hands-on Systems  
7 West Street  
North Sydney NSW 2060

Dear Adair,

RE: Microsoft Dynamics NAV Implementation

I am writing this letter to thank Hands-on Systems for their help in implementing Microsoft Dynamics NAV and particularly to recognise the skill and efforts of your consultants Naomi Zhang and Gordon Li.

National Auto Glass Supplies (NAGS) is one of Australia's leading automotive glass suppliers, importers and wholesalers with over 5000 different models in our product range. Our head office is in Sydney with 11 branches nationwide and around 100 staff.

Microsoft Dynamics NAV's ability to be modified and stability, as well as Hands-on's experience and attention to detail, were the major reasons why we selected Dynamics NAV and Hands-on from a number of different solutions and in fact other Microsoft partners to replace our Attaché systems.

NAGS needed to upgrade from Attaché to:

- Provide better service to our clients by having our staff look at the details of each product in our system, including stock levels, order status, logistic status, etc, whilst they are on the phone with clients, minimising time as well as guaranteeing that our clients receive exactly what they require every time;
- Give management a more detailed and real-time understanding of operations, particularly the costs and revenues by branch and as a whole, and by product item and group, as well as having greater visibility of stock requirements, all in order to make better business decisions;
- Resolve the administrative hassles and inefficiencies caused by having multiple instances of Attaché running throughout the organisation

NAGS has achieved these objectives cost effectively by spending the time and effort to learn Dynamics NAV's functionality and modification environment, and driving the implementation.

I now look forward to further utilising Dynamics NAV's flexibility for greater NAGS' benefits, and I would recommend any company looking to improve their systems to investigate Microsoft Dynamics NAV with Hands-on Systems.

Kind regards,

Leon Lin  
Administration Manager