



NATIONAL INDEPENDENT LIQUOR WHOLESALERS ASSOCIATION
PO BOX 566 WALLSEND NEW SOUTH WALES 2287
P 61 2 4951 2385 F 61 2 4951 2397 E nilwa@nilwa.com.au
www.nilwa.com.au ABN 47 079 634 781

LIQUID MIX
YOUR BEVERAGE CHOICE

26th November 2009

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

Dear Claudio,

National Independent Liquor Wholesalers Association Pty. Ltd. (NILWA) is an administration, marketing and purchasing group operating on behalf of 11 independently owned wide range liquor wholesalers and distributors located throughout Australia.

In 2008 NILWA began evaluating many of the available ERP systems on the market and after a thorough evaluation settled on Microsoft Dynamics as the system that ticked all the critically important boxes. The next step was to choose a partner to implement the software and work with us to develop the system to meet our needs and offer cost-effective implementation and training. NILWA required a system that provided flexibility and scalability across its organisation and one that would provide operational efficiencies in Data Warehousing, Logistics, eCommerce, Pricing and Rebates, Accounts Payable and Account Receivable.

Hands-on Systems were chosen as the Microsoft Dynamics solutions partner and successfully implemented the new system which went live 2nd November 2009. The implementation of the first phase of the project went extremely well with excellent support from the Hands-on Systems team.

We look forward to the deployment of the next two phases of the project which include the liquor pricing module, which will manage our prices, promotions and claims scheduled for December. The Business Intelligence reporting tool will be operational in January 2010 and will provide valuable information to our member's in real time and improve the accuracy of management reporting.

Hands-on Systems are a highly professional company and their staff were very committed to the project from day one to ensure it was delivered on time and within the established budget. NILWA would be very delighted to recommend Hands-on Systems as a supplier of Microsoft Dynamics within the Liquor Industry.

Yours sincerely,

Martin O'Mara
NILWA
Managing Director