

TIGI®

H A I R C A R E

29 January 2008

Mr Claudio Riolo
Hands-on Systems
7 West Street
NORTH SYDNEY NSW 2060

Dear Claudio

TIGI Australia Pty Ltd is the Distributor of the popular TIGI product range of hair care products within the Australian and New Zealand market. In early 2007, we reached the conclusion that our existing software which we had been using for the last eight years was no longer adequate to support our business needs. Hands-on Systems had for some time been recommending that we look at an upgrade to a more suitable system and we asked them to submit a formal proposal in May 2007.

Our main requirements were for a solution that would provide us with sales order processing, warehouse management and sales reporting, whilst at the same time offering:

- Ease of use
- One single source of data
- Fast operation with large amounts of data, especially after a number of years
- Precise and timely reporting

Hands-on Systems were able to demonstrate that Microsoft Dynamics NAV would be able to meet all these requirements and we authorised them to proceed in July 2007. The implementation was completed in a professional and timely fashion and we went live in 1st November 2007. Dynamics' familiar look and feel has meant that our staff have been able to adapt rapidly to the new system.

We are confident that we shall soon be seeing the benefits of our new solution and we have no hesitation in recommending Hands-on and Dynamics NAV to any company who needs to make their distribution business more productive and profitable.

Yours sincerely
TIGI Australia Pty Limited

Managing Director

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