

TREK

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Claudio Riolo
Hands-on Systems
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Dear Claudio

Now that the implementation of our Microsoft Dynamics solution is complete and the system is operational, I am writing to thank the members of Hands-on System team for their hard work and professional attitude in delivering this solution.

When Trek Bicycles decided that our ageing Unix system could no longer support our business, we looked at a number of solutions in the market place.

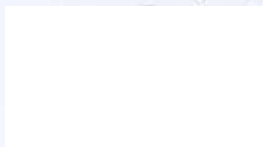
We had originally chosen the system for its POS functionality to support our retail operations, but it lacked core distribution elements, which had become increasingly important to our business. Trek Bicycles imports and distributes a number of brands including LeMond, Klein, Gary Fisher, Bontrager, MirraCo, and of course, the Trek brand, and the growth in our distribution business required much more effective inventory control and warehousing functionality than was available from our existing system.

Hands-on Systems suggested that we examine Dynamics NAV which offered excellent warehousing and distribution functionality, and had the added benefit of integrating with our existing investment in Microsoft applications such as Microsoft Outlook and Office. This also facilitated staff training as the Dynamics software has a distinctly Outlook "look and feel".

Having chosen the software, we found that Hands-on's six step Project Management process enabled us to monitor the implementation and at the same ensure that our staff were fully involved in the process.

The implementation was completed well within time and on budget, and we are now confident that we have a business solution which will enable the company to manage its business effectively for many years to come.

With kind regards,



General Manager

KLEIN
Handcrafted Science



LEMOND



CYCLING