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Claudio Riolo  
Hands-on Systems  
7 West Street  
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Dear Claudio

RE: Implementation of Microsoft Dynamics NAV 5.0 & POS for The Water Shops (Australia) Pty Ltd

The Water Shop is one of Australia's busiest retail and trade suppliers of water filtration systems, filter cartridges and accessories.

The Water Shop provide the highest purity drinking water, free of all contaminants, to homes and offices, and are recognised as the leader in their field, offering efficient, effective, economical & hygienic alternatives to bottled water.

Pastel (Financials), Microsoft Access (Inventory and CRM) and Rapid Fire (POS [Point of Sale] management) was our previous solution system. Due to business growth it became apparent that maintaining separate databases created inefficiencies with duplicated workload and increased data integrity issues. Business challenges such as not having seamless integration with Financials and POS and getting the right information out of the system started to impact the business productivity.

Key points such as single data point of entry, a platform for eCommerce and Field service mobility for the future were essential in the selection criteria for the new business solution in the following areas; financials and POS, service management, warranty management, inventory management with customer accounts. Microsoft Dynamics NAV & POS met and surpassed these criteria all provided on one Microsoft platform.

Industry expertise, references, a proven implementation methodology and local support were fundamental factors in the final selection of Hands-on Systems as our one-stop-shop IT partner. Throughout the project Hands-on Systems demonstrated key abilities in development, determining scope and delivery/project management; and particular excellence in their consulting services, which were outstanding.

Within one month of implementation we are already experiencing benefits from the implementation of the Microsoft Dynamics NAV & POS systems. These are being achieved in large part, as a result of features inherent within the software such as internal controls, greater visibility and access to information and an unbridled flexibility with respect of system design, which we are utilising to enhance productivity and efficiency. Ultimately these benefits give us the ability to provide a better service to our customers.

We would be delighted to recommend Hands-on Systems and Microsoft Dynamics NAV & POS to any business that is considering replacing their business systems.

Yours faithfully,

Project Manager