



"The Scissor Specialists"

SALES • SERVICE • HIRE • TRAINING

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11th May 2007

Attn: Mr. Chris Pannell

Dear Chris,

Syrinx Hire Software for SA Access

It is now 4 months since we went live with Syrinx and I am prompted to let you know of our experiences in implementing Syrinx at SA Access.

To sum up: we are delighted with the outcome, here's why:

We are the largest Access Hire business in SA and looked upon here as the market leaders.

We struggled for years using spread sheets for stock control and manual dockets that were costed using a calculator for invoicing by typing the details into our MYOB accounting program.

With thousands of invoices a month, this was a very manual labour intensive and tedious operation.

In 2005 we carried out a review of the mainstream hire programs offered in the Australian Hire software market. We looked in detail at four of them. We decided that none of them met our requirements at that time and we decided to put the upgrade of our systems on hold for a year or two.

At the end of 2006, with the sustained growth of our business, we were under pressure to find a better way of working. We decided to look again at current software offerings.

We learnt that of the original four, nothing had changed. What was new was that your Software Link company had taken on Syrinx, an English program that integrated with our current accounting program MYOB and that you had installed Syrinx in more than 24 hire companies around Australia during 2006.

Our IT Manager, Rob Withall and I, checked out many of your users and found an exceptional level of enthusiastic acceptance. This prompted us to contact you again and seek a comprehensive overview of all the critical functions our management team required.

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We discovered that everything we required was already in Syrx as standard and you were able to demonstrate this functionality to us. We did not think we could improve on a 100% fit for our needs in Hire, Service, Management reporting. So, with our own assessment of Syrx, we decided to go ahead with Syrx for SA Access.

We effectively "went live" with our long term hire contracts from 1st January 2007 by entering these retrospectively as staff training in January. Every staff member learnt a new way of working, from stock control to automatic invoicing, from customer special pricing to complete Workshop and Service Management.

Our Service Manager Phil Tozer is delighted with Syrx, here are his comments:

- Syrx is a great tool to work with, very user friendly.
- It's never given me any problems; All the information is very accessible and in one place.
- The Service schedules and reminders are excellent and work fine.
- I like the ability to print our Workshop job cards, Breakdown job card and Purchase Orders.
- It's easy to manage all our Customer's repairs, both labour and parts – all in Syrx.
- To sum up, I have found Syrx works really well, far better than anything else in the market.

Chris, from my perspective as General Manager, Syrx has provided us with a big handful of benefits, these include:

- A new and professional public image for our customers.
- Excellent controls and accountability, Syrx provides inbuilt logs of everything.
- Our Hire staff including some who were not computer literate just love Syrx.
- The fast accurate invoicing has already allowed us to save more than \$75,000 per year in reduced administration overheads, this means Syrx will have effectively paid for itself within just a few months and we see the savings and benefits continuing.
- We had a list of essential requirements; Syrx has provided all of them.

Your Software Link team has delivered for us in every area, in your professional advice, in converting our existing data, in the installation and implementation of Syrx and finally in the training and support you have provided to us.

In a nutshell, Syrx is an excellent piece of Software that does all the things you told us it would do and does it very well, we love it and we couldn't do without it.

Thank You

Kind Regards

Martin Foster
General Manager

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