



Jim Heaton
President
VOX Integrated Solutions
36 Glengowan Road
Toronto, ON M4N 1E8

Jim:

We are proud to announce that our NAV ERP and CRM Sales software packages are now installed and running. We are now confident that our manufacturing can be scaled up without a lot of additional manpower.

As your deployment team knows, our business activities include a combination of Engineer to Order, Build to Inventory, and Resale (often within the same job) and NAV has been configured to satisfy all of these variants. Our original goals are now achieved or within sight:

- 1) Tracking costs of all manufactured goods, labour and materials
- 2) Tracking our various JOB costs- mfr. labour, engineering, materials, installation, subcontracting
- 3) Performing Intercompany sales transfers, both revenue and inventory/ costs
- 4) Tracking materials that leave our shop to have value added- hardening, machining, plating, etc., or come and go several times during the manufacture process
- 5) Establishing KPI's for each department to monitor

We are also fully deployed in the use of Dynamics CRM for our Marketing and Quotation process. CRM gives us

- 1) Logging of all our Marketing leads and tracking as these convert into opportunities
- 2) Dashboards that we have easily customized to be relevant, to both company and individuals.
- 3) Mobility so we can access information from remote locations via the Internet.

We selected Dynamics NAV as our ERP system because we believe that Microsoft is a quality software company that is "in it for the long haul". We have had years of good products from them and are quite familiar with their Office products, and the look and feel is consistent with NAV.

Your team did a good job for us. This is a complex software that is configurable to many styles of companies and our deployment was not simple, but not difficult either. We had the resources when we needed it from your side. And the total cost of the software and implementation was not far off what we had budgeted.

Thanks for your help,

Karl Scholz

President

Pacline Corporation – Canada/International Sales

5890 Shawson Drive, Mississauga, Ontario L4W 3W5 Canada tel: 905-858-2330 fax: 905-858-2333

general email: sales@pacline.com corporate website: www.pacline.com toll free: 1-800-955-8860