



Jim Heaton
Vox ISM
36 Glengowan Road
Toronto, ON

Jim,

We have been very pleased with the relationship we have had with Shop9000 and Vox ISM over the years. Most recently Vox ISM supported Southmedic with our Dynamics CRM implementation and integration to our Visual Manufacturing erp system.

The CRM software is quickly becoming the lifeblood of our Sales and Customer Service teams. The ability to view invoices, opportunities and sales from a centralized CRM dashboard is excellent! As well, the real-time data integration from Visual to CRM for Accounts, Contacts, Orders, Invoices, Products and Pricelists is a real game changer.

Your entire team, from Ed and Emma with their CRM expertise, to Mike with his Visual Mfg. and business intelligence knowledge and Trevor with his sound technical aptitude, have been great to work with. Thanks again for your help in successfully supporting the integration of CRM to Visual manufacturing at Southmedic Inc.

Sincerely,

Alex McDonald
VP Manufacturing & Business Development

About Southmedic:

Southmedic is one of the world's largest independent manufacturers & distributors of specialized surgical tools & operating room equipment. Emphasizing customer service, our team provides the technical support and knowledge that is essential to all our customers. Southmedic currently sells into over 70 Countries and continues to expand both its product offering and customer base.



Southmedic Incorporated
Head Office: 50 Alliance Blvd., Barrie, Ontario, Canada L4M 5K3
Quebec Office: 3026 rue Anderson, Suite 202, Terrebonne, QC J6Y 1W1
1-705-726-9383 1-705-728-9537 Fax 1-800-463-7146
www.southmedic.com ISO 13485

