



Paul Johnston  
Pentana Solutions  
Unit 3, 14 Wellington Street  
ACACIA RIDGE QLD 4810

Dear Paul

I wanted to take this opportunity to provide you some feedback on our DMS system for the benefit of your other customers and prospects.

We have used your ERA DMS for over 10 years now and have always maintained the belief that we are using a system that provides the greatest level of factory integration for our franchises.

Despite issues and challenges from time to time we have based our decision to continue with this DMS system due to the level of market share you enjoy and it provides us peace of mind that we are not running a system in "minority".

As a result of various upgrades, in particular moving to the ERANet showroom package, we have noted a number of significant improvements within our core business as noted below;

- Full accessory Operation Codes for our sales staff to select from when selling vehicles
- No increase in administration staff even after a 50% increase in sales volume
- Elimination of double keying of data
- Repair orders and parts picking slips automatically generated from the vehicle sales contracts

It is almost impossible to imagine how we could operate now without the ERANet showroom system being installed.

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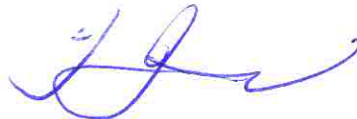
We continue to take advantage of your new products as they are developed. Most recently we have installed Parts Bar Coding and Document Archiving. These are providing us with even greater time savings and efficiency. The time for receipting a franchise stock order has reduced from approximately 3 hours to 1 hour when using the barcode software. The long term benefits of the document archiving system are obvious not only in terms of time saving for filing, retrieval and destruction but also the saving of valuable building space.

We look forward to continuing to work with.

Yours sincerely



Adam Carmichael  
Dealer Principal



Troy Johnston  
Financial Controller