



NORTHAM • QUAIRADING

"The Best Deal Dealer"

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To Whom It May Concern

Our company went live on the ERA2 system on 1st May 2000. We are a multi-franchised dealership including Ford and Hyundai franchises. The Reynolds & Reynolds ERA2 system offered us the complete solution we were looking for. We confidently made this decision in terms of their reputation, support mechanism, training and marketing strengths of their products.

A lot of planning was required in the transition from our previous system, Business Manager and we found Reynolds & Reynolds to be very professional and helpful through out the installation. As part of this process Reynolds & Reynolds implemented training programs which ensured we were ready for day one processing on the system.

In support of our investment Reynolds & Reynolds carried out an Investment Analysis highlighting to us areas in the system where ERA2 would deliver significant savings and efficiencies. Although we are a small dealership, we find the ERA2 system has introduced amazing time saving that has enabled the Administration staff to embark on a lot more profit generating tasks they previously did not have time to do. For example Administration are now able to assist with Finance & Insurance. Our Warranty claims are right up to date with fewer denied claims. ERA2 has enabled us to save as much as 3 days per month in processing data and thus enables us to concentrate on other areas including Service Follow up.

The Investment Analysis highlighted a significant saving the Payroll & Ford DA60 and Hyundai Horwath financial statement modules would introduce. We have saved 2 hours per week and \$120 per month with the Payroll integration to the General Ledger. We are saving as much as \$600 per month in wages with the automated Financial Statement download.

The integration of all departments within ERA2 has enabled us to produce timely accurate monthly financial reports.

I would like to compliment Reynolds & Reynolds for ensuring we had a smooth swap over process I am happy to recommend the ERA2 system and am happy to discuss Reynolds & Reynolds with any prospective clients.

Yours sincerely

Wade Robertson
Dealer Principal