



Cannon Toyota

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Anthony Scerri
General Manager Vic/Tas
Reynolds and Reynolds
PO Box 320
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Dear Anthony

Now that we have been operational on ERA for four months, I would belatedly like to thank you personally for your input in the negotiating, implementation and operation of our new computer system.

At all stages during the implementation, I found that whenever there was any issue relating to either products purchased or installation queries, after one telephone call to you the problem was fixed without any fuss.

Since implementation you have taken a proactive role in ensuring that I am satisfied with the service received from R&R staff and where there have been issues you have once again addressed them promptly and followed up to make sure that they have been appropriately fixed.

In these days of increasing automation it is reassuring to know that you do care about your clients and are more than just a voice at the end of the phone.

Thank you once again for your ongoing support.

Yours sincerely

Antony Hirschfield
Financial Controller

cc. Steve Kloss

