

September 14, 2010

Grant Evans  
c/o Pentana Solutions  
547 Blackburn Rd  
MT WAVERLEY VIC 3149

Dear Grant,

Thanks for all the effort you have put in to making DocuSmart a success here at Ireland's. We are seeing more benefits already than we had anticipated during the sales process, though only having put it in last week.

We can now print forms to ERA printers that were not capable of taking smart cards, which means less walking around the building. We can even print forms from other departments to nearby printers – we don't need to walk down to the other side of the dealership to collect our printouts anymore. We can even email them to ourselves, or straight to a customer!

We can now look beyond Kyocera smart card printers when purchasing additional printers, which makes it more affordable to add printers where they are needed but were previously too expensive to put in. We won't need additional smart cards either, which were an extra cost.

We are emailing out debtors statements, which has saved a huge amount of time in printing, folding, stuffing envelopes and posting. It has also cut costs with the envelopes, stamps and transporting them to be posted. Emailing the statements means the customers are receiving them earlier. Some customers are paying earlier, and others we are able to chase up earlier. This will make a big difference to average collection days, and therefore our bottom line with the interest that can be earned on that money now being received earlier. It has opened up a new line of communication with our customers, we are getting responses within the hour such as 'I haven't received that invoice' which enables us to address the issue immediately. We can also see when the person receiving the statement is away via the vacation message on their email, which mailing a statement will not reveal.

We are emailing quotes and contracts from Showroom, even to customers overseas. We used to do this occasionally, but it would mean printing, taking the printouts to the admin scanner & scanning them before going back to your desk and forwarding the email. We can now do this easily from our desks, which has meant more salespeople are taking advantage of it.

Our forms look much better, we are able to update the layout and details ourselves and include advertising with them. The form design application is powerful, flexible and easy to use.



The installation process included conducting an audit of printer setups, which has left us with a matrix of printers and their IP addresses, UNIX names, ERA names, makes and models, plus trays and the paper types in them, making it easier to manage and support our printers. We have removed old printer names, reducing clutter, and corrected printing defaults, making it easier for staff to select the correct printer when printing. The amalgamation of previous form printers, one for each document type, into the one DocuSmart form printer name has also simplified things.

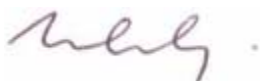
The DocuSmart install has resolved issues we were having using smartcard printing, with the showroom schedule1 form and paper tray selected when printing contracts. It is saving us copious amounts of paper and ink, not to mention printer wear, yet using colour on documents, with the ability to email documents straight from ERA/ERAnet.

Our parts department has been able to stop buying pre-printed paper. Our Showrooms and admin don't need to put letterhead paper into the printer anymore either. This means we don't need as many paper trays or printer names as before to have the letterhead used by certain documents, thanks to the centralised templates that are now in use.

Your work during the installation to ensure that issues were addressed promptly has really helped us to begin with DocuSmart on the front foot. Our staff are excited by the new functionality, as opposed to being upset that things have changed, as is usually the challenge with such a transition.

Thanks for everything, and please let me know if you have another dealer considering DocuSmart, I would be happy to say that this is a product that definitely delivers.

Yours Sincerely,



Michael Day  
ERA Support  
F. R. Ireland Pty Ltd