

# Shop9000



## VISUAL Manufacturing



References



Local Support



Experienced Team



Implementation

## Local References

## Letter from Infor

---



Infor is the largest global software provider exclusively focused on delivering world-class enterprise applications to select verticals in the manufacturing industry. Infor now provide solutions to more than 17,500 customers with implementations in 70 countries. Infor's revenue approaches \$600 million with 2,400 employees in 47 global offices focused on solving the essential challenges our customers face. More information about Infor and its products can be found at [www.infor.com](http://www.infor.com).

We were proud to recognize Shop 9000 as our **Partner of the Year for 2004**. Jim Heaton and his entire organization earned this honor by the outstanding job his organization has done in implementing and supporting our products beyond our customer's expectations.

With an innovative 90 day fixed price/fixed scope **implementation** program that features online project views (OPV) and change management techniques, Shop 9000 knows how to lead an implementation from inception to success.

Shop 9000 has been implementing and supporting VISUAL Manufacturing for over ten years now to its many Canadian customers. It uses the knowledge it has gained over those years to help manufacturers implement the powerful VISUAL application quickly, allowing customers to focus on their business, not software. We recognize that software is a tool for achieving your success; it should not be the central focus of your daily activities.

Widely recognized as an industry leader in Canada, Shop 9000 features a world-class **local support** staff. Having knowledgeable support staff within easy reach of our customers is vital to the success of our organization, and Shop 9000 excels with its local coverage of the VISUAL install base. Shop 9000 has created a thriving user community with regular customer workshops and user group meetings, providing its customers with numerous opportunities to learn about the latest advances in the VISUAL product, network with other users, and consult with experienced Shop 9000 product professionals.

As Infor continues to grow, you can be confident that your investment in VISUAL Manufacturing will be protected. And you can be sure that Shop 9000 will be your partner—and ours—for years to come.

Sincerely,

A handwritten signature in black ink, appearing to read "Robin Pederson", written in a cursive style.

Robin Pederson  
Executive Vice President  
Infor

Our goal at Shop9000 is simple, provide the most powerful and cost-effective Windows based manufacturing software, and then support it with a large group of local Infor-certified industry professionals. Here's what some of our customers are saying:



**Strite Industries Limited** - *"Our revenue has increased more than 50% since we began using VISUAL, yet it has helped us manage this growth without the need to hire additional administrative staff. It has given us tremendous flexibility to retrieve and use the information necessary to manage and grow the business."*  
Vincent Nash, Controller

**Farr Canada** - *"Shop9000's Alberta office has done a great job supporting us in our re-invigorated use of VISUAL Manufacturing. In particular, Shop9000 understood the complex nature of our product and was able to work with us to reduce our order processing time from 7 hours to a couple of minutes."* Dan Dangenais, President & COO



**Encore Custom Preforms, Ltd.** - *"The decision to go with VISUAL was made after an extensive review of the alternatives. I can honestly say that I am satisfied with the choice we made."* Klaus Fritzsche, President



**Cousins-Currie Limited** - *"We are able to see our current product supply and demand as well as predict our future demand. Because of this, we have been able to make better purchasing decisions - in fact we have greatly reduced the occurrence of a material shortage since implementing the system."* Luc Barbara, Material Supervisor



**Domtech** - *"We see Shop9000 as a dynamic going-concern that will be providing Domtech with value-added services well beyond the implementation phase of VISUAL. Your company's growth and continued investment were also key variables in our software evaluation process."* Tim Bannon, President

**Apollo** - *"By creating a consistent, integrated platform upon which all departments, from sales to shipping, operate, VISUAL has allowed us to increase our throughput, reduce our costs, and capture new opportunities. The system has paid for itself many times over."* Frank Vitsentzatos, Finance and Corporate Affairs



**Spinrite** - *"Shop9000 provided Spinrite a great implementation in every aspect. We were able to implement many modules of the system using a controlled and organized approach and it came in on time and on budget."* Louisa Jewel



**Sorrel Forge** - *"Our ability track costs have greatly improved, and with our ability to schedule jobs more effectively we expect to see a great improvement in our on-time deliveries."* Guy Lamoureux, Product Planning Manager



**Gamma Foundries** - *"We have grown from a 15 million dollar company to a 25 Million dollar company with the addition of only one administration person, a receptionist."* Mike Sauve, MIS Manager

**Nelson Industries** - *"When looking at the quantifiable returns from the system, we have received some very impressive results. We have seen an increase in sales of 25% without having to add any new people."* Darin Radu, VP Operations





March 17, 2006

Dear Jim,

I am writing to tell you how pleased we are with Shop 9000.

**FARR CANADA**, a wholly owned subsidiary of McCoy Corporation, manufactures and distributes hydraulic power tongs used in work-over and drilling applications on land and offshore rigs. In addition to the standard models, FARR custom designs hydraulic power tongs for specialized applications, such as slant drilling. FARR also markets a complete line of hydraulic power units, Kelly spinners, urethane thread protectors and computer-analyzed torque turn systems.

Farr Canada implemented Visual Manufacturing in 2001 and has the following modules manufacturing, Financials, Bar coded labor and material, MRP, Order Management, Inventory Control and Shop floor control.

Shop 9000's Alberta office has done a great job supporting us in our re-invigorated use of Visual Manufacturing. In particular, Shop 9000 understood the complex nature of our product and was able to work with us to reduce our order processing time from 7 hours to a couple of minutes.

We would not hesitate to recommend Shop 9000 to any manufacturer looking for a comprehensive manufacturing solution supported by a great service organization.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Dagenais", is written over a light blue horizontal line.

Dan Dagenais  
President & COO

14755 - 121A Avenue, Edmonton, Alberta T5L 2T2

ISO 9001•2000

Bus: (780) 453-3277 Fax: (780) 455-2432

March 24, 2006

Dear Jim,

I just wanted to convey my appreciation to Shop9000 for the effective and support of Visual Manufacturing to Waterplay. Your entry into the Western Canadian market has been timely and we are grateful to finally have your expertise in our area.

Waterplay created an industry in 1987 and has continued to design, manufacture and sell aquatic playground equipment to the world market. To date we have over 1,300 parks keeping kids cool in countries like Canada, Australia, the US, the UK, Hong Kong and Dubai. We have experienced tremendous growth in recent years, and fully expect Visual Manufacturing and Shop9000 to be instrumental in our future growth.

Waterplay implemented Visual Enterprise including CRM in late 2005. We are continuing to learn the various modules and have found that we have a far greater understanding of our costs than ever before. Your financial and production expertise has been largely responsible for the successful use of the tools provided with Visual Enterprise. We are excited about the prospects that the future holds and are confident that Shop9000 will be able to assist us every step of the way.

Sincerely,

Jill White  
President, Corporate Services

T 1 800 590 5552

E admin@waterplay.com

W www.waterplay.com



1451B Elite Street Kelowna, BC V1Y 2A3 Canada  
p. 250.712.3393 f. 250.861.4814



### STRITE INDUSTRIES LIMITED

March 23, 2006

Mr. Darrin McPhail  
Shop 9000 Sales Inc.  
36 Glengowan Road  
Toronto, Ontario M4N 1E8

Dear Darrin,

Since 1964, Strite Industries has been an ultra precision manufacturer catering to the needs of the aerospace, medical, and automotive industries.

We have used Visual Manufacturing for several years and are pleased to talk about the positive experience and excellent support that we've received from Shop 9000's Customer Care department.

After 6 years of using Visual, we decided to upgrade the infrastructure to support the latest technology available from Infor. We had outgrown the database used during the initial installation and needed to upgrade our servers to support the continually growing database. Since this was a profound change to our operating environment, we had the Shop staff assess the situation and provide recommendations to ensure that the transition would be successful.

The report we received was thorough and we were pleased with the fixed rate, fixed scope proposal to ensure we stayed within budget. Shop surpassed our expectations as this complex upgrade involved converting to a new operating system, upgrading to the latest version of Visual and retaining an immense amount of data. All went smoothly, and was on time and within budget due to the long hours your professional staff, notably Trevor Reid and Brenda Nelson, put in. We have also attended a couple of your recent workshops and have found them informative and an opportunity to meet the newest members of the Shop community.

Our revenue has increased more than 50% since we began using Visual, yet it has helped us manage this growth without the need to hire additional administrative staff. It has given us tremendous flexibility to retrieve and use the information necessary to manage and grow the business. Our future plans include implementing the Visual Scheduler as well as purchasing the Visual Quality module.

I trust that we can count on the professionalism and expertise of Shop 9000, and look forward to working with you in the future.

Sincerely,

Vincent Nash  
Controller

**Encore Custom Preforms Ltd.**

6605 Kestrel Rd. Mississauga, Ontario L5T 1P4  
Ph: 905 696 8178; Fx: 905 696 0571; Email: Sales@encorecustompreforms.com

Thursday March 23, 2006

Jim Heaton  
Shop9000  
36 Glengowan Road.  
Toronto, ON  
M4N 1E8

Re: Visual Manufacturing

Dear Jim,

I would like to take this moment to thank you and the rest of your Shop9000 team for your help in the supply and implementation of our Visual Manufacturing Software.

Encore started operations in May of 2003 with the purchase of an existing manufacturing facility that had been shut down 6 months previously. As such, the entire production infrastructure was in place; what was missing was management software.

The decision to go with Visual was made after an extensive review of the alternatives. I can honestly say that I am satisfied with the choice we made. Fortunately for us, the software was installed relatively early in our history so there was only a small amount of 'catch up' to be done before we were using the program.

I would like to make special reference to Ray Buchan and Dave Ward who looked after our training and technical implementation, and more recently to Trevor Reid who provided a much needed day of technical support.

Everyone at Encore is looking forward to learning more about Visual and to taking advantage of more of its capabilities.

Klaus Fritzsche  
President,  
Encore Custom Preforms Ltd.



Innovative Solutions by Dedicated People

March 30, 2006

Mr. Jim Heaton  
Shop 9000 Sales Inc.  
36 Glengowan Rd.  
Toronto ON, M4N 1E8

Dear Jim,

Last year Custom Foam realized that the current business systems it had needed updating and replacing. Business planning and growth required new tools to run the business more efficiently. To augment that process we utilized a consultant to review our needs and best match those requirements to the best system for our business.

CFS is a mixed mode manufacturer that utilizes Lean production methodologies. The search to find a system was challenging. Having volume contract manufacturing combined with low volume high mix custom order requirements was at the root of this. After a selection process we chose Visual and today are up and running having used your fast and effective three month implementation process.

CFS chose Visual due to its ability address the needs of a lean environment combined with the flexibility to adapt to our needs of keeping it simple.

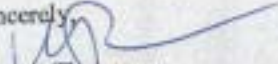
Today CFS benefits from:

- Quoting and order entry
- Live Inventory and Purchasing
- Material requirements planning and Scheduling
- Bar coded shop floor dispatch and data collection
- Finance and costing
- Support for our Lean scorecard system and reporting.

We have already used Visual to address our key metrics and it has allowed us to manage in a more real time manner. I can see how as we continue to grow and evolve how other capabilities such as Visual Quality will play a strategic role in our ability to address customer and operational requirements.

I would like to thank Shop 9000 and it's team for the sales service and support during this process and we would not hesitate to recommend the product and service to others interested in moving their company forward.

Sincerely,

  
Wayne Thompson  
Accounting Manager  
Custom Foam Systems Ltd.



360 TRILLIUM DRIVE, KITCHENER, ONTARIO N2E 2K6 (519) 748-1700 FAX (519) 748-0936



Silex Innovations Inc.  
6659 Ordan Drive  
Mississauga, Ontario  
Canada L5T 1K6

Toll Free 800 367 7818  
Phone 905 612 4000  
Fax 905 612 8999

March 24, 2006

Mr. Jim Heston  
Shop 9000 Sales Inc.  
36 Glengowan Rd.  
Toronto ON, M4N 1E8

Dear Jim,

I am writing you and share with you how pleased we are with service and support of Shop 9000 with regard to our ERP software implementation.

Silex is a manufacturer of make to order & engineer to order products for the power generation and gas compression markets. Our products are used to muffle the sound of large equipment through innovative and cost effective designs.

Prior to using Visual we ran a system that was not integrated – separate financials and manufacturing. With fast growth, we added bolt on capabilities that required increased maintenance. Today we run Visual and have gained the advantages of an integrated ERP system.

Visual has helped us increase the speed of our service, by allowing us to create faster quotes. In the past this took over an hour. Today this is reduced to seconds using the configurator for sales quoting. This has enabled us to measure sales wins and loss by reason, and measure quote logs and performance. Together with the CRM system, Visual has already proven to be a powerful tool for managing the sales department and integrating the engineering and sales data of our customers.

Overall, Visual has allowed Silex and its staff to better share the custom order details direct to the shop floor and integrate our departments. This has resulted in improved quality of information. To date we have achieved the goal of running Finance, Material control, Purchasing, Inventory, BOM's and routings, Order entry and Configuration for quotes and orders. The project was completed on time and on budget in 90 days using Shop 9000's fixed price fixed scope methodology. In our planned next phase we will benefit from online production scheduling with what-if capability.

Silex, having run a previous manufacturing system, values the software and its functional depth. In using the Visual applications, we can envision further growth without adding additional staff. We look forward to the ongoing relationship with Shop 9000 and appreciate the quality of Shop 9000's service and implementation methodology.

Sincerely,

Lorne H. Gaudet  
President and General Manager  
Silex Innovations Inc.



March 23, 2006

Mr. Jim Heaton  
Shop 9000 Sales Inc.  
36 Glesgowan Rd.  
Toronto ON. M4N 1E8

Econo Lift Limited  
3155 Pepper Mill Court, Unit 44  
Mississauga, Ontario L5L 4X7

Dear Jim,

I would like to thank you for the service and support of the staff of Shop 9000.

Econo Lift is a manufacturer of Lifts, and specialty tables for use in industrial and commercial production operations. As a make to order, engineer to order firm we had in the past been challenged with custom nature of our products and how to streamline the order to production of our diverse line of products.

After attending one of your seminars we understood the merits of your integrated business system over that of our financial software with custom add ons. After reviewing in detail how Visual would handle our unique needs, we are happy to say that we are now pleased with the improvements that Visual has offered our firm.


Visual is helping us in the following areas:

- Improved accuracy in Estimating through to Orders
- Faster turnaround of Engineering information for Material control and planning
- Automated BOM import direct from our CAD drawings
- Improved cut lists and job schedule sequencing for the shop floor
- Improved costing visibility
- Full integration to finance for company wide performance measures.

Econo Lift is growing and we realized the capability that Visual provides is becoming more necessary for a firm to compete in today's market. While we do not currently use every aspect of Visual today, we can now evolve and further use the tools you offer, and grow into the system at our own pace, with little to no disruption to the day to day operations. We have already improved information sharing and job visibility through out our two locations and have realized savings in operational efficiency.

We thank you and the Shop 9000 team for the sales, service and support provided to date. We look forward to mutually beneficial relationship going forward.

Sincerely,

  
Bram Pagrach  
Econo Lift Ltd.

TELEPHONE: (905) 826-1366 FAX: (905) 826-8116 TOLL FREE 1-800-367-8173 (CANADA & U.S.A.)  
email: sales@econolift.net

**BONAR**  
PLASTICS

*a world of ideas*

P.O. Box 88, Lindsay, ON K9V 4R8  
Sales Inquiries/Order Desk: 1-800-661-7636  
Phone (705) 324-6741 Fax (705) 328-1809  
Administration/Manufacturing (705) 324-6701

August 20, 2004

Shop9000  
36 Glengowan Road,  
Toronto, Ontario  
M4N 1E8

Attention: Jim Heaton

Dear Jim

I would like to thank Shop9000 and all it's employees that worked with and supported us during the Visual Manufacturing ERP phase 1 implementation at Bonar Packaging.

Bonar Packaging is a world leader in the rotational plastics for the many markets including food processing, agriculture and material handling markets, operating from 14 plants across North America and Europe. As you are aware this was the first site to implement the Visual package and based upon the success to date, it is almost certain to be rolled out to our other North American plants.

Bonar chose the Visual software and Shop 9000 after a lengthy search employing consultants to ensure company wide buy in. The overall project scope is to rollout the implementation across all 4 locations in North America.

Today I am pleased to share the following phase 1 results with Shop 9000:

- Effective project planning and management for a 4 plant project
- On time on and on budget implementation
- Effective training and follow up
- The project met all the phase 1 objectives.
- Our go live caused no disruption in operations and their performance
- The project benefited from the expert support and knowledge of the Shop 9000 team.

I would be pleased to recommend the products and excellent services of Shop 9000 as a result of our experiences to date.

Sincerely,



G.B. Nixon  
Controller

[www.bonarplastics.com](http://www.bonarplastics.com)  
A DIVISION OF LOW AND BONAR

ISO 9001/2000 Registered Management System



### CARELIFT EQUIPMENT LIMITED

REGIONAL ROAD 17, POST OFFICE BOX 250  
BRESLAU, ONTARIO N0B 1M0  
TELEPHONE (519) 648-2282 FAX (519) 648-3434  
<http://www.carelift.com>

Shop 9000 Sales Inc.  
36 Glengowan Rd.  
Toronto, Ontario  
M4W 1E8

May 11, 1998  
Attn: Jim Heaton

Dear Jim:

Carelift Equipment Limited has been using Visual Manufacturing Software since October, 1997. The software provides our company with a fully integrated and streamlined manufacturing system. A number of the modules we are currently using successfully include:

- Material Resource Planning (MRP)
- Work Orders
- Inventory
- Scheduling

A number of these features have provided our company with benefits with which we could not have achieved without the use of the software. These benefits include:

- Streamlined manufacturing process
- Financials (Improving our accounting efficiencies from a number of days to basically hours at the end of the month)

The software is extremely easy to use, while providing our staff with the latest in windows based technology. We look forward to continued strong support from Shop 9000 Sales Inc. and the updates on the product from Visual.

Regards,

A handwritten signature in black ink, appearing to read "David Higgins".

David Higgins  
Carelift Equipment Limited

*"SPECIALISTS IN ROUGH TERRAIN FORKLIFTS"*



**COUSINS-CURRIE LIMITED**  
 779 Riverdale Drive Road, Woodbridge, Ontario L4L 5V3  
 Telephone (416) 746-4200      Facsimile (416) 959-8294  
 E-Mail [accounts@couinscurrie.com](mailto:accounts@couinscurrie.com)      Internet <http://www.couinscurrie.com>

September 19, 2001

Mr. Jim Heston  
 Shop 9000 Sales Inc.  
 36 Glengowan Road  
 Toronto, ON M4W 1E8

Dear Jim:

Cousins-Currie Limited is a blow moulder of plastic containers and has been a user of VISUAL since January 2001.

What we like most about the system is the 'near, real-time' access to information. Before we got VISUAL, we were getting our production reports 24 hours later. Now, we are seeing them within 8 hours. This enables us to better plan and re-act to situations as they arise.

We are currently using the following modules:

- Accounting/Financial
- Labour Bar Coding
- Customer Order Entry
- Engineering
- Inventory
- Labor ticket entry
- Advanced MRP
- Quality
- Scheduling
- Shipping Entry
- Work Orders

Cousins Currie is just starting to realize the benefits from using VISUAL. A few of these benefits are highlighted below:

- With the Advanced MRP system, we are able to see our current product supply and demand as well as predict our future demand. Because of this, we have been able to make better purchasing decisions – in fact we have greatly reduced the occurrence of a material shortage since implementing the system.
- Our inventory levels have maintained the same while the company sales have grown by approximately 10%.

At this time, I would like to thank Shop 9000 for the continued service and support you have provided to Cousins Currie. I look forward to a continued relationship with you and would be more than happy to provide a reference to one of your prospective customers.

Yours truly,

Luc Barbara  
 Material Supervisor

779 Riverdale Drive Road, Woodbridge, ON L4L 5V3  
 Tel: 416-746-4200 Fax: 905-859-4204

**Domtech**

Domtech Inc.  
40 East David Street,  
Trenton, Ontario,  
Canada K8V 6S4  
Tel (613) 394-994  
Fax (613) 394-0108

August 31, 1999

Shop 9000 Sales Inc.  
36 Glengowan Road  
Toronto, Ontario  
M4W 1E8

Attention: Mr. Jim Heaton, President

Dear Jim:

As we approach the final phase of VISUAL MANUFACTURING software implementation, I want commend you and your team at Shop 9000 for providing our project personnel with outstanding support. We wanted a turnkey service provider that could evaluate and recommend hardware, install and configure software and train/mentor our project team and staff. Your company delivered.

We like the product and we see Lilly Software Associates as a dynamic going-concern committed to investing in the future. Lilly's growth was a key variable in our software evaluation process.

We also see Shop 9000 as a dynamic going-concern that will be providing Domtech with value-added services well beyond the implementation phase of VISUAL MANUFACTURING. Your company's growth and continuing investment were also key variables in our software evaluation process.

Thank you again for your support and we look forward to a continuing business relationship.

Yours truly,

DOMTECH INC.



Tim Bannon  
President

Providing our North American customers with the "best value" products

SEP-29-2001 06:49

GAMMA FOUNDRIES LTD.

905 884 2669 P. 01/02



September 19, 2001

Mr. Jim Heaton  
 Shop 9000 Sales Inc.  
 26 Glengowan Road  
 Toronto, ON  
 M4W 1E8

Dear Jim:

Gamma Foundries is a leading provider of high quality, nonferrous sand castings for the electrical, plumbing, pump, valve meter and defense industries. We have been using the VISUAL solution since the spring of 1998.

Since implementing the VISUAL system, our business operation has become much more streamlined. With access to all of the critical information we have made significant improvements to the bottom line. For example:

- Our throughput of 'weight out the door' has increased by 20%
- Our on-time deliveries have increased to 95%. Before implementing VISUAL, our on-time deliveries were running at 65-70%
- We have been able to identify and eliminate all of our non profitable jobs
- We have grown from a 15 million dollar company to a 25 million dollar company with the addition of only one administration person -- a receptionist
- We have expanded our business to include a 87,000 square foot machine shop
- We have added 135 new employees with no additional administration staff

In summary Jim, we are very pleased with the results that we have experienced since implementing the VISUAL system. Your team of professionals at Shop 9000 has always provided us with terrific service and support. We have also enjoyed the benefits of the ongoing enhancements and updates provided by LSA.

Thanks again to you and your team for the excellent service and support provided to us during the past four years.

Yours truly,

Gamma Foundries  
 Mike Saure  
 MIS Manager

Quality non-ferrous castings  
 Aluminum, Brass, Bronze, Copper, Nickel - Copper, and all types of special alloys  
 75 Newkirk Road, Richmond Hill, Ontario L4C 9G4 - Phone (905) 884-8902 • 884-9001 • 884-9096 - Fax (905) 884-2669  
 E-mail sales@gammafoundries.com Web Site: www.gammafoundries.com



## Ivers-Lee

Ivers-Lee Limited  
31 HANSEN ROAD SOUTH  
BRAMPTON, ONTARIO  
CANADA L6W 3H7  
TEL: (905) 451-5535  
FAX: (905) 451-1255

June 14, 1999

Mr. Jim Heaton  
Shop 9000 Sales Inc.  
36 Glengowan Road  
Toronto, ON M4N 1E8

Dear Jim:

At this time, I would like to mention how pleased we are with our decision to implement the VISUAL Manufacturing System.

Ivers Lee is a custom package in the pharmaceutical and cosmetics industries. Last year we underwent the lengthy process of examining the various ERP systems available on the market. We selected VISUAL Manufacturing because it was an integrated solution. We wanted something that was very strong in financials and manufacturing. We also needed something that was strong in scheduling and VISUAL certainly has strengths in the scheduling area.

We made the decision to implement the VISUAL system in January 1999.

Jim, we are all very impressed with the team you have assembled at Shop 9000. They have provided a great understanding on how flexible the program is and how we can adapt to meet our business requirements. Being a generic manufacturer your team's expertise with the industry and the software has really helped us learn how to bring out the strengths of VISUAL.

The Shop 9000 team is very strong both on the financial and manufacturing side. We are most impressed with the response we get from our questions. They have been able to work out any problems we have had with the software. They address our needs and have the understanding. The best thing that Shop 9000 offers is both the strength and breadth of resources. If there is something that a consultant doesn't have the immediate answer for, they go and draw on the other resources of the other individuals and come back with the solution. Many times they provide us with options, which is nice.

The thing we're most excited about is the integration of VISUAL. Before we implemented VISUAL we had several clerks entering the same information 3 or 4 times throughout our organization. Now information is only entered once. This feature alone provides huge labour savings and also an accuracy savings for our company.

I look forward to a long and successful working relationship with Shop 9000. Congratulations, and keep up the good work.

Yours truly,

David Meyer  
Controller

*Leaders in specialized accounting™*



September 19, 2001

Mr. Jim Heaton  
Shop 9000 Sales Inc.  
35 Glengowan Road  
Toronto, ON M4W 1E8

Dear Jim:

Nelson Industrial manufactures a diversified product range of standard and customized products that includes contract services, architectural metals, access doors, and storage products.

Although MRP systems are not new to Nelson, with our continued growth at 30% per year, we knew we needed to revamp our system to keep competitive. In September 2000, we chose to implement VISUAL manufacturing.

Since implementing the system, the company has gained better control over all aspects of the business including: financials, WIP, inventory, labour (direct and indirect), shop expenses, scheduling, planning, purchasing and production.

Our sales force is more confident, and are now accepting more complex projects without hesitation. This enables the company to grow without jeopardizing the on-time delivery and quality of our products. In short, we can sell and deliver much better.

On the production side, we can co-ordinate schedules and follow the logistics better and easier. We are in control of what we are doing. We know where we are at all times.

When looking at the 'quantifiable' returns from the system, we have received some very impressive results:

- While we do have better control over our inventory levels, hard numbers are difficult to quote. As I mentioned before, we are now able to take on more complex projects, which affect inventory levels in other ways. If I take those out of the equation, we would have seen about a 20% reduction in our inventory levels due to the greater visibility and tools provided for us in the Advanced MRP window.
- When looking at overhead costs, we have seen an increase in sales of 25% without having to add any new people.
- The bottom line - When I initially recommended that Nelson purchase VISUAL, I predicted that we would recoup the entire value of the software investment within one year. Now, after running the system for five months I am seeing the results.

All in all Jim, we are very pleased with the VISUAL system, and I would not hesitate to recommend the system to anyone. I look forward to a continued relationship with you and your team at Shop 9000.

Yours truly,

Nelson Industrial  
Dennis Radu  
VP Operations

# Food & Leisure References



Habco (Refrigeration)



Cosmetica Labs, Inc. (Moisturizers, Balms)



Buckeye Canada (Food, Paper Products)



World's Finest Chocolate (Chocolates)



Hermann Laue Spice Co. (Food, Meats)



Ranger Metal Products (Barbeque Grills)



Doral Boats (Leisure Boats)



Waterplay (Aquatic Playground Equipment)



Plant Products (Fertilizer)



Renée's Gourmet Foods, Inc. (Dressings, Sauces, Dips)



Wiberg Corp. (Spices)



Filamat Composites (Fiberglass)



Heidt Products Ltd. (Leisure Pool & Patio Furniture)



Jane's Family Foods (Meats, Hors D'Oeuvres)



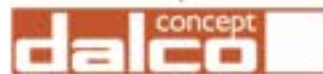
Pharmetics (Sports Nutrition)



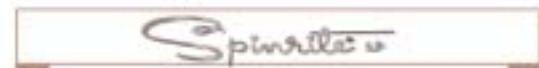
Saxon Athletic Manufacturing (Athletic Clothing)



Stanpac (Food Packaging)



Dalco Concepts (Consumer Displays)

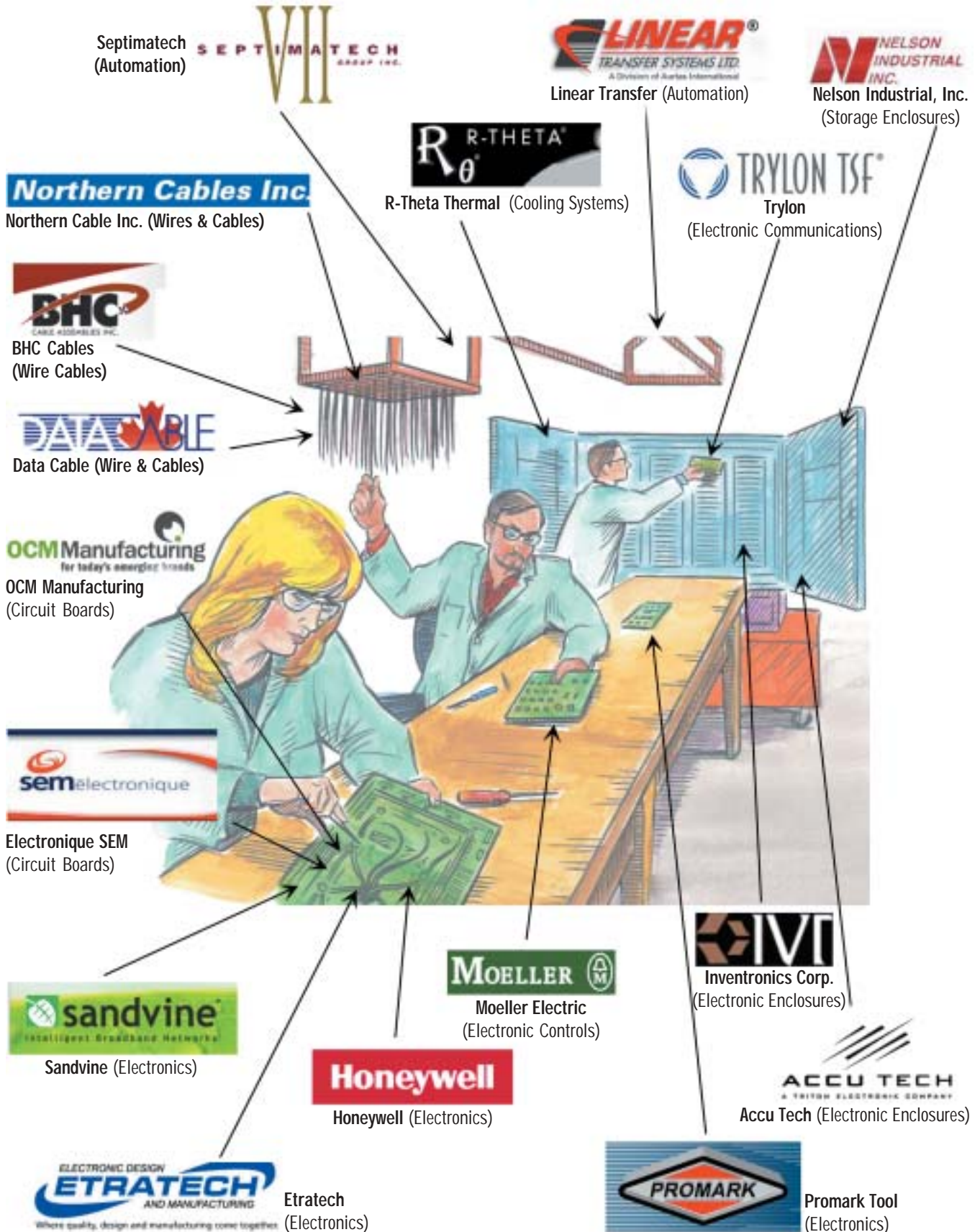


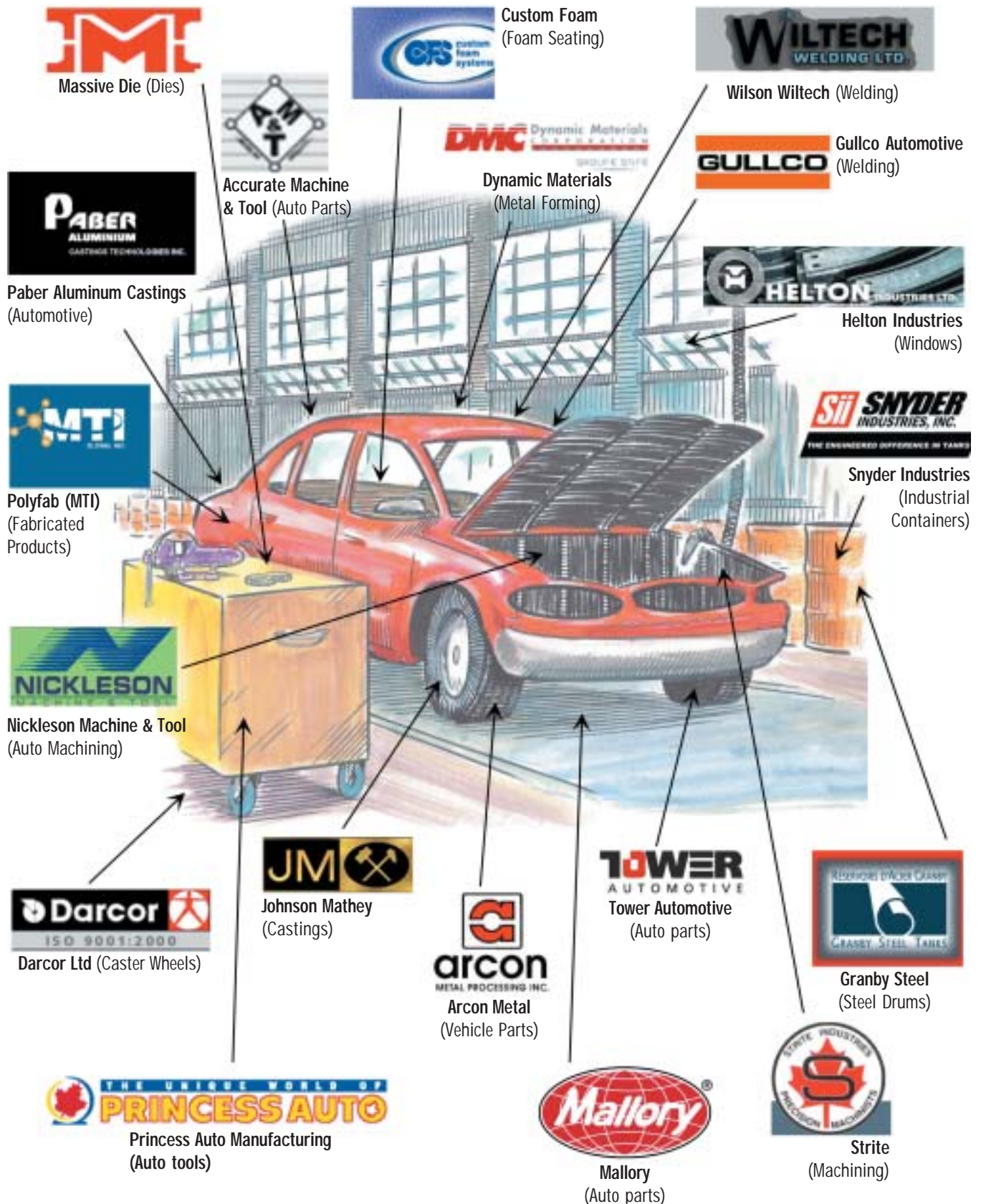
Spinrite (Yarn, Apparel)

# Construction/Capital Equipment References



# Electronics References







### Quadro Engineering Incorporated

613 Colby Drive, Waterloo, Ontario, Canada N2V 1A1  
Tel: (519) 884-9860 Fax: (519) 884-0253

May 11, 1998

Visual Manufacturing Software/Shop 9000 Sales Inc.  
38 Glengowan Rd.  
Toronto, Ontario  
M4W 1 E8

**ATTENTION JIM HEATON**

Dear Jim:

#### REGARDING REFERENCE LETTER

We went live with the Visual Manufacturing Software in September of 1994, and have been using the software to run our business ever since.

The financial information in the system is always current and accurate. Furthermore, due to the complete integration principles of the package, previously independent business units can now effectively communicate with each other. We know exactly where orders are in the planning, purchasing, production and billing process.

The modules we are currently using include:

- Accounting/Financial
- Material Resource Planning (MRP)
- Work Orders
- Inventory
- Scheduling
- Bar Coding

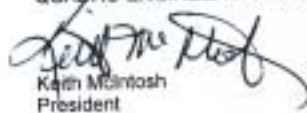
Quadro Engineering Incorporated has received numerous benefits from utilizing Visual Manufacturing Software. A few of the benefits are:

- Accounting can now produce timely, accurate and effective management reports in a fraction of the time previously taken
- Increased sales has not resulted in increased manpower needs in the production, engineering and accounting departments.
- Reduction in production costs due to the effectiveness of the manufacturing module.
- Leading edge, windows based technology
- ISO 9001 adherence of the software makes us confident in the quality standards of the developer
- Notable increase in throughput has been achieved.

We look forward to new product developments for the package, and the ongoing strong support from Shop 9000 Sales Inc.

Sincerely,

QUADRO ENGINEERING INCORPORATED

  
Keith McIntosh  
President



Mr. Jim Heaton  
 Shop 9000 Sales Inc.  
 36 Glengowan Road  
 Toronto, ON M4N 1 E8

November 27th, 1998

Jim,

I greatly appreciated the opportunity to hear Dick Lilly speak at your CEO's Breakfast Meeting in Toronto last week. As we approach our first year anniversary implementing VISUAL Manufacturing, many of his comments were in line with our experiences.

As a member of the International User's Group, I participate frequently with other users on the Internet to share ideas. Although there is frequent discussion of issues to be improved upon, I have yet to encounter a user who is dissatisfied with the product overall. Both Lilly Software and Shop 9000 have grown tremendously through 1998. Despite the strain this placed on your organization, both product quality and customer service have improved.

The implementation of VISUAL allowed us to reexamine our business practices for the better. A great deal remains to be done to continue reaping benefits from our investment. Despite our growth rate in excess of 50% in sales this year, our administration headcount has grown only 33%. Furthermore, we expect continued high growth next year, with little or no growth in administration. Your new Shop Reports product will also greatly assist us in meeting our business objectives through improved reporting.

During 1998, we introduced a new part numbering system for all parts. A new inventory control system using VISUAL as the base was also introduced. We expect to benefit significantly from VISUAL's manufacturing control, bar code labor tracking and scheduling features in 1999.

RMT has also saved considerably on purchases by eliminating duplicate payments and overpayments, more timely purchasing and better use of information for more effective negotiation.

Our staff found the Shop 9000 consultants and Lilly Software's staff to be knowledgeable and helpful. Lilly's strong effort to improve the responsiveness of their customer support group has shown success in the past 6 months. Many of our employees attended training courses at Lilly and have found them to be excellent sources of information and training.

I attended the International User's Group conference in April 1998. I was impressed with Dick Lilly's plans for the future development of VISUAL. Lilly's recent patent on concurrent scheduling of materials and resources will help ensure the long-term viability of the company.

I would be pleased to discuss VISUAL Manufacturing with any potential new users. After searching the market for two years prior to purchasing, I am convinced it is the best fully integrated software for small to medium sized manufacturers on the market today.

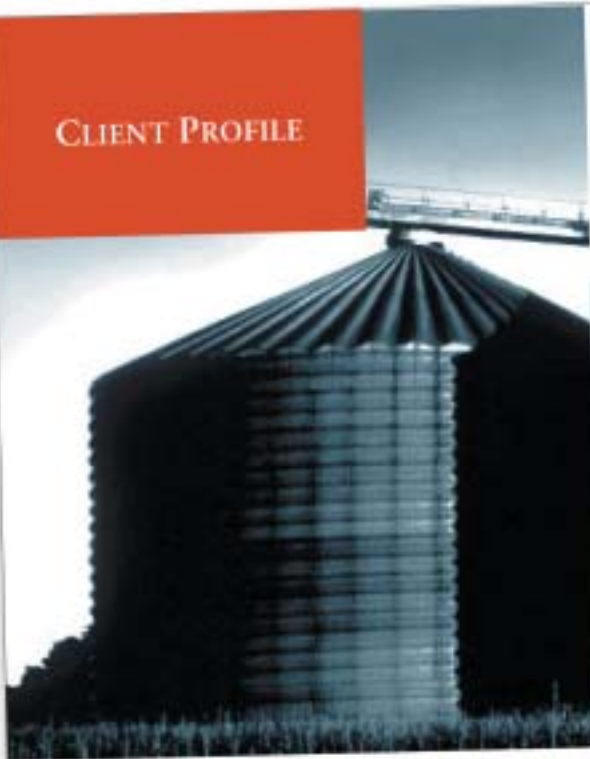
Sincerely

John A. Loucks



903 South Service Road, Gimby, Ontario L3M 4B0 Tel: (905) 643-9700 Fax: (905) 643-9666

## CLIENT PROFILE



### STEELWAY BUILDING SYSTEMS

Aylmer West, Ontario

### PRODUCTS

Buildings (prefabricated), steel (cold rolled), trim (metal), roofs, siding (steel), wall systems, buildings (steel), steel structures (commercial), steel structures (industrial), roofing (steel).

### INDUSTRIES

- Prefabricated metal building and component manufacturing (Primary)
- Iron and steel mills and ferro-alloy manufacturing (Secondary)
- Cold-rolled steel shape manufacturing (Secondary)
- Other plate work and fabricated structural product manufacturing (Secondary)
- Metal window and door manufacturing (Secondary)
- Other ornamental and architectural metal products manufacturing (Secondary)

**VISUAL**  
Manufacturing

Shop9000

## Steelway Building Systems

The manufacturing process employs some of the most advanced pieces of machinery in North America today and through sophisticated technology, a positive workforce and a commitment to quality, Steelway has achieved success locally, nationally and internationally. Computer systems play an important role in the company. A 50-station local area network allows sharing of files, modems, and print services throughout the office and plant. It is also the vehicle for the client/server based Manufacturing Information System that handles all aspects of the organization.

### The Right Technology

To manage the business and manufacturing processes, Steelway has relied on the VISUAL Manufacturing® System since early 1994. The VISUAL system provides many benefits to Steelway - both in operation flow and reporting. Key to Steelway is the flow of information in the VISUAL system. With VISUAL, once an order is entered into the system, it can be followed through the entire process, from manufacturing right through to shipping.

"Our jobs take about 10 weeks from start to finish. All jobs are made to order using a flow through process where all ending inventories are loaded directly on to the truck. The VISUAL system manages the inventory and purchasing areas very well which has helped us to reduce our costs, and provide accurate costing." Says Brian Blazey, Controller of Steelway Building Systems.

Another key feature of VISUAL is part traceability. According to Blazey, "When we receive steel, each shipment is assigned a unique tag number. Steel has to undergo a metallurgical test at the mill when it is manufactured. When we receive a copy of the mill test report, we review it to ensure that the steel will meet the specified detail in the purchase order. If there is a problem with a manufactured part we use VISUAL's part traceability feature to locate the exact tag number and shipment." Being an ISO 9001 registered company, the quality of materials is critical.

### Success With Shop 9000

"Steelway has been a VISUAL user for many years and has seen the product through several stages and releases." When Steelway initially purchased the system, they only implemented the manufacturing side of the system. "Prior to release 3.1, the financial side of the product was very weak," says Blazey. "But Lilly Software Associates addressed the issues and put the required R&D effort into the financial modules. Today, we use the VISUAL Financials for the presentation of all of our financial statements and reports," adds Blazey. "On the service side, we have seen Shop 9000 evolve from its inception and we are very pleased with the level of products, training, and services that they provide. One of the best services for us is the Semi-Annual Ontario User Group meeting which is sponsored by Shop 9000. It provides a great opportunity for us to see what's new, exchange ideas with our peers, and participate in some detailed workshops. This November we plan to bring 4 of our company representatives.

## Notre équipe locale

Inclut 12 consultants ainsi que notre traductrice à temps plein. Nos consultants financiers, techniques et manufacturiers cumulent de nombreuses années d'expérience auprès d'entreprises manufacturières variées.

## Shop9000 est une entreprise agréée par Emploi Québec dans le cadre de la Loi du « 1 % en formation »

Si vous êtes un employeur dont la masse salariale annuelle est de **plus d'un million de dollars**? En vertu de la *Loi favorisant le développement de la formation de la main-d'œuvre*, communément appelée « Loi du 1 % », vous devez:

- investir**, au cours d'une même année civile, l'équivalent d'au moins **1 % de cette masse salariale** dans la formation de votre personnel
- déclarer** le montant investi au ministère du Revenu du Québec.

Les formations effectuées par Shop9000 sont agréées et sont considérées comme faisant partie du calcul du 1%. Plus amples informations disponibles auprès de nos conseillers.

## VISUAL Manufacturing offre un environnement multi-langues

Les documents et rapports peuvent être consultés et imprimés en français, anglais ou dans les deux langues. VISUAL permet de créer la description de produits en français et/ou en anglais. De plus, VISUAL permet de spécifier la langue de communication en fonction de la préférence du destinataire. Le choix de langue est déterminé selon chaque utilisateur afin de faciliter son utilisation dans des environnements multi langues.

VISUAL est conforme aux normes de la charte de la langue française.

The screenshot displays the 'Saisie des commandes client' (Client Order Entry) window. It includes a menu bar, a toolbar, and a form with various fields for order details. A table at the bottom left shows the order items, and a detailed purchase order form is overlaid on the right.

Pos.#	QTE	Désignation
1	5,000	Plated Stampings for Able
2	5,000	Plated Stampings for Able

**PURCHASE ORDER / BON DE COMMANDE**

TO: JA  
 DERRY HARDWARE SUPPLY CO.  
 678 Rockingham Road  
 Derry Industrial Park  
 Derry, NH 03333-5446  
 USA  
 ATTN: Mr. Christopher E. Wolfe  
 PHONE: 603-432-5555 FAX: 603-432-5558

SHIP TO / ENVOYER A

DATE D'ORDRE	DATE DE COMMANDE	TERME
04/17/2018 12:00:00 AM	FEDEX	3.0%/15% Net end of month
UNIFORM CODE	UNIFORM CODE	UNIFORM CODE
DEPRHAR	SYSDOM	US DOLLAR
TERME	TERME	TERME
DEPRHAR	SYSDOM	SHIPPING POINT

ITEM	PART NUMBER	QTY	DESCRIPTION	PRICE	PER	AMOUNT
ART	NUMEROUS CHIFFRE	QTE		PR.	UNIT	MONTANT
1	81234	20.00	BEARING EA DELIVERY / LIVRAISON: 170410	\$12.00	EA	\$240.00



March 20, 2004

Mr. Jim Heaton  
Shop 9000  
3333 Cote-Vertu, suite 224  
Montreal, Quebec, H4R 2N1

Dear Jim,

Apollo Microwaves, Ltd, is a leading supplier of passive microwave components and subsystems for the wireless and SATCOM markets. We have been a Visual user for the past 5 years, and have benefited greatly from the software's functionality.

As a powerful ERP system, Visual Manufacturing facilitates the company-wide dissemination of information via a common database. Any user can access real-time information on work orders, customer orders, purchase orders, etc. With Visual, we are able to analyze our profitability by job, product, product line, customer, and territory.

By creating a consistent, integrated platform upon which all departments—from sales to shipping—operate, Visual has allowed us to increase our throughput, reduce our costs, and capture new opportunities. The system has paid for itself many times over.

I strongly recommend Visual Manufacturing software and Shop 9000 and I look forward to a strong continued relationship.

Yours truly,

A handwritten signature in black ink, appearing to read "Frank F. Vitsentzatos".

Frank F. Vitsentzatos  
Vice-President  
Finance & Corporate Affairs  
Apollo Microwaves Ltd

Apollo Microwaves, Ltd, 275 Hymus Boulevard, Pointe-Claire, Québec, Canada H9R 1G6  
Tel.: (514) 426-5959 / Fax: (514) 426-5788 / [www.apollomw.com](http://www.apollomw.com)



## Avery Weigh-Tronix canada

January 5<sup>th</sup>, 2004

Mr. Jim Heston  
Shop9000 Sales Inc.  
3333 Cote Vertu, Suite 224  
St. Laurent, Quebec  
H4R 2N1

Dear Jim,

Weigh Tronix Electronics is in the industrial scale manufacturing business. We have been using Visual Enterprise to run our business since going live in November of 2003.

The financial information in the system is always current and accurate. Furthermore, due to the complete integration principles of the package, previously independent business units can now effectively communicate with each other. We know exactly where orders are in the planning, purchasing, production, and billing process.

The modules we are currently using include:

- Accounting/Financials
- CRM
- Customer Orders
- Inventory Control
- Material Planning
- Purchasing
- Work Orders

Weigh - Tronix has received numerous benefits from utilizing Visual Enterprise software. A few of the benefits are:

- Accounting can now produce timely, accurate and effective management reports in a fraction of the time previously taken.
- Leading edge, windows based technology
- ISO adherence of the software makes us confident in the quality standards of the developer.
- Improving our Throughput with the usage of the scheduler
- Improving our customer service levels with the CRM service module
- Reducing our inventory costs with greater visibility

We look forward to the ongoing product developments for the package, and the ongoing strong local support from Shop9000 in Quebec.

Sincerely,

Richard Ferlatte



6 juillet 2004

M. Jim Heaton  
Président  
Shop9000  
3333 Cote-Vertu, suite 224  
Montréal, Québec  
H4R 2N1

Cher Jim,

Produits Alimentaires Berthelet est reconnue dans l'industrie alimentaire comme étant une entreprise axée sur la qualité et le service à la clientèle. La recherche constante de qualité et d'excellence s'exprime dans le développement de nouveaux produits et de nouveaux marchés.

Produits Alimentaires Berthelet fabrique une gamme variée de produits alimentaires déshydratés se composant de sauces, d'assaisonnements, de bases de soupe, de soupes, et offre également une gamme de produits liquides. Notre succès est lié à notre capacité de servir nos clients rapidement et efficacement.

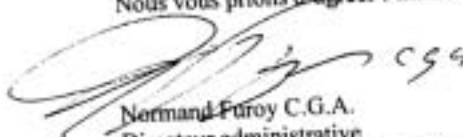
Parmi les nombreux avantages qu'offre Visual, nous apprécions particulièrement le fait d'accéder immédiatement à nos informations de production et financière. Cet accès immédiat nous permet en autres de mieux contrôler nos inventaires, notre production et nos finances.

Nous utilisons actuellement les modules : la saisie des commandes client, de gestion des inventaires, la tracabilité (implantation prochaine), MRP, saisie des expéditions ainsi que Visual Financials

Depuis l'implémentation de Visual, nous avons remarqué des améliorations mesurables au sein de notre entreprise.

Il me fera plaisir d'échanger avec vous relativement à notre expérience avec Shop9000 et Visual. De plus, je voudrais exprimer mes remerciements et saluer le professionnalisme de l'équipe de Shop 9000 pour les services rendus et le soutien fourni.

Nous vous prions d'agréer l'assurance de nos sentiments respectueux.

  
Norman Furoy C.G.A.  
Directeur administrative  
Chargé de projet implantation Visual  
Les Produits Alimentaires Berthelet Inc



Shop9000 Sales Inc.  
Attn: Mr. Jim Heaton  
36 Glengowan Rd.  
Toronto, Ontario  
M4V 1E8

January 4, 2005

Dear Jim

It is my pleasure to extend our thanks to you for the service that Shop9000 has afforded us at ITF Optical Technologies this past year with the selection, implementation and support of Visual Manufacturing. We are just coming into our third month end using Visual and are already seeing the benefits of this truly integrated system.

These benefits, though inherent in an erp, can only be realized through the actual implementation. The knowledge of the software brought to the table by your Québec team; coupled with their experience in the application of the functionality to meet our business processes is what has made the difference in this effort. Our special thanks are given to Trevor, Angela and Chris for their work.

We are looking forward to the year 2005 and plan to increase both our user count and use of the system throughout our manufacturing organization. The implementation of Engineering Change Notices and Document Management is already under way.

Best Regards

Marcel Fortier  
Director IT  
ITF Optical Technologies  
mfortier@itfoptical.com

400 Montpellier Blvd.  
Saint-Laurent (Québec) H4N 2G7, Canada  
Tel: 514.748.4848 - Fax: 514.744.2080  
1.888.922.1044  
[www.itfoptical.com](http://www.itfoptical.com)

The All-Fiber® Company



February 23rd, 2004

Mr. Jim Heaton  
Shop9000 Sales Inc.  
3333 Cote Vertu, Suite 224  
St. Laurent, Quebec  
H4R 2N1

Dear Jim,

Granby Steel Tanks is a Manufacturer located in Granby Quebec. We manufacture steel oil tanks for both commercial and residential use. We have a very wide product line.

I want to commend you and your team at Shop9000 for providing our project with outstanding software implementation and strong local support. We wanted a turnkey service provider that could evaluate and recommend hardware, install and configure software, and train/mentor our project team and staff.

We like the software product and we see Lilly software as a dynamic going-concern committed to investing in the future. Lilly's growth and worldwide presence was a key in our software evaluation process.

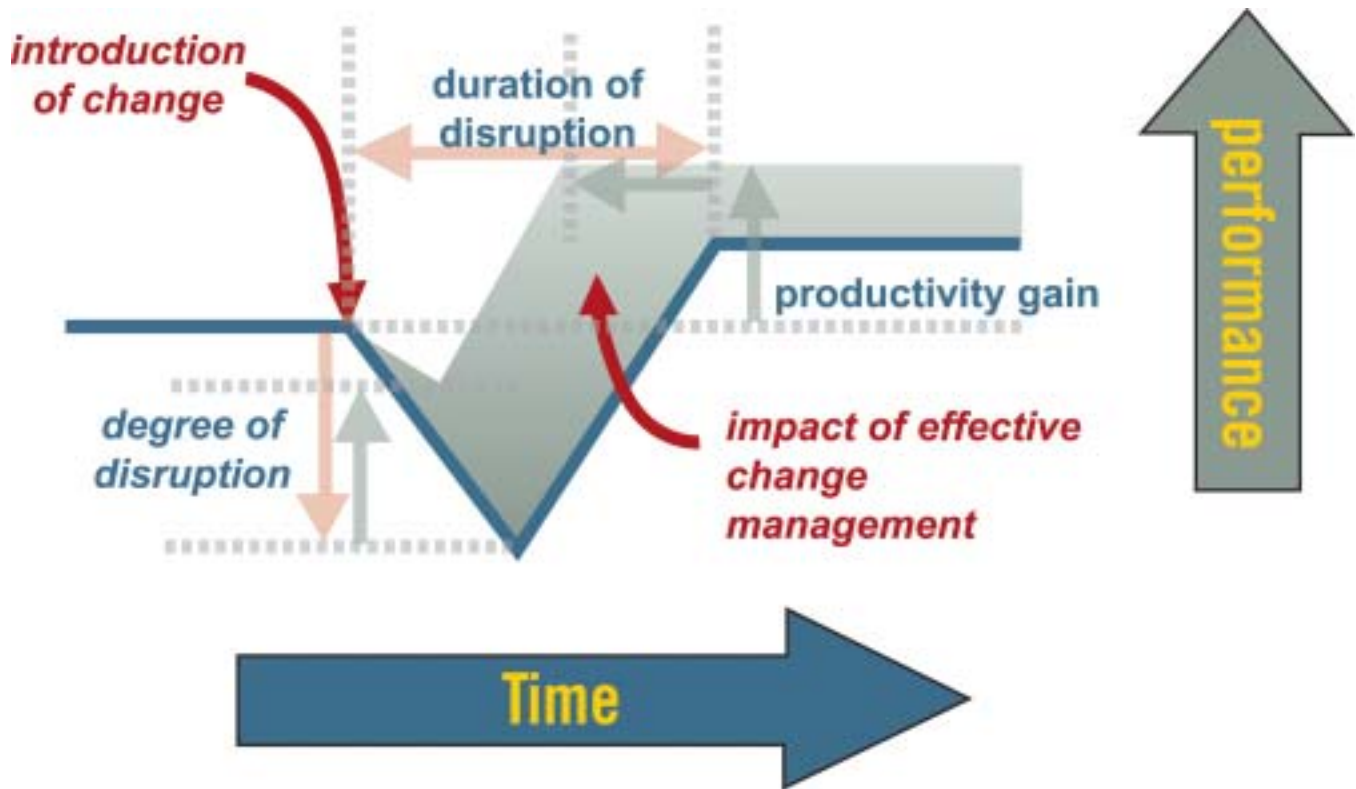
We also see Shop9000 as a strong long-term local partner with industry specific knowledge consultants, and an organization with great depth and a dynamic going-concern that will provide Granby Steel Tanks with value added services well beyond the implementation phase of VISUAL ENTERPRISE. Your company's growth and continued investment were also key variables in our software evaluation process.

Thank you again for your support and we look forward to a continued business relationship.

Yours truly,

A handwritten signature in black ink, appearing to read 'P. Antoniadis'.

Paul Antoniadis  
V.P. Finance



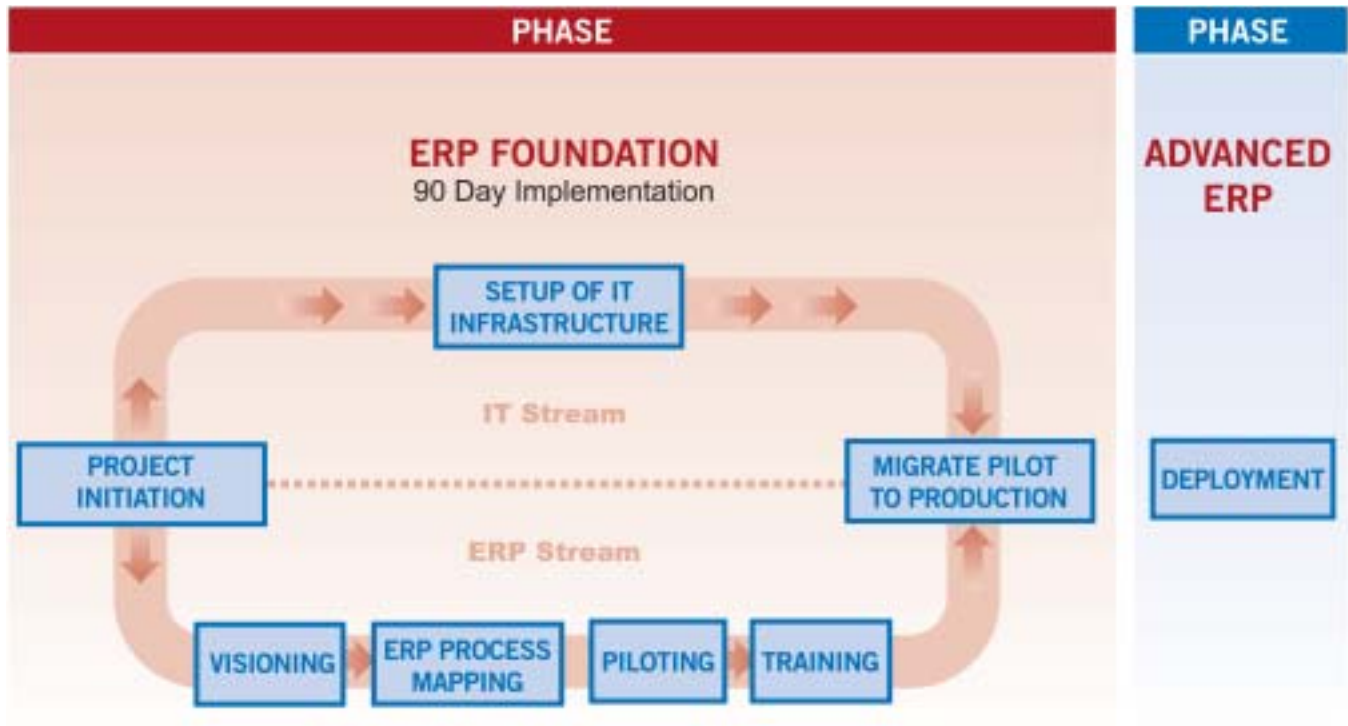
## Change Management

Effectively managing change can drastically increase the **Productivity Gain** and minimize the **Duration of Disruption**. With any significant project, there will be an initial productivity dip as people become familiar with a new system. By effectively managing the implementation process, **Shop 9000** minimizes the degree of this dip and shortens the time until productivity improves. The **Shop 9000 team** is trained in effective Change Management techniques, so you can begin to see the results of your implementation more quickly.

*"I want to commend you and your team at Shop 9000 for providing our project with outstanding software implementation and strong local support. We wanted a turnkey service provider that could evaluate and recommend hardware, install and configure software, and train/mentor our project team and staff."*

- Paul Antoniadis, V.P. Finance, Granby Steel Tanks

# 90 Day Fixed Scope/Fixed Rate Implementation



## Shop 9000 SwifTrack Methodology

A successful system implementation starts with a solid plan and a talented team of dedicated employees.

Our service experts help you prepare, install, implement, and customize your solution to get maximum functionality for the way you do business.

We have developed “SwifTrack” as our implementation methodology. SwifTrack is designed to get you up and running on-time and on-budget.

We use state-of-the-art project management tools to control and monitor all phases of the implementation process. Major milestones are monitored to ensure the success and timeliness of the process.

**Shop 9000’s SwifTrack Methodology** employs the installation of a turnkey, ready to use ERP pilot server. This ready-to-use environment means that work on the ERP system can begin immediately, while a parallel stream of activity in IT progresses towards establishing the long term production environment.

## Shop 9000 Online Project View (OPV)

Successful ERP implementations are measured by companies in many ways. Some companies use rigorous Return on Investment analysis and measure the achievement of defined Critical Success Factors. Others judge the success of an implementation simply on the quality of the implementation “experience.” How well the project is managed in today’s “virtual team” environment, that brings together external partners as well as distributed internal team members, is one of the formative factors of a project’s success.

Shop 9000 offers a 90 day fixed scope/fixed rate implementation process to ensure that you get started with your VISUAL system on-time and within budget. In addition to the knowledge and skill that **Shop 9000** contributes to your ERP project, we also provide a web-based, collaborative Project Management system to support the project.

### OPV Features and Benefits

- ❑ Project Dashboard for immediate Project Status Visibility and Communication.
- ❑ Project Gantt Chart for Task and Deliverables definition and assignment.
- ❑ Project Document Management with full revision control.
- ❑ Project Issues Management and Status reporting
- ❑ Team member Task Assignment Visibility (“My Tasks”)

The screenshot displays the Shop 9000 Online Project View (OPV) interface. At the top, it shows a project dashboard with gauges for 'Project Health' and 'Project Hours' (19 hours). Below this is a 'Project Collaboration' section with icons for Project Docs, Parking Lot, Technical Docs, Issues, and Project Team. A 'Project Activities' section shows icons for Project Gantt, My Gantt, and My Tasks. A table below lists project metrics: Project Name, Project Manager, Project Variance, # Active Tasks, Avg. Variance, and # Open Issues. The bottom section displays a Gantt chart for the project 'SIN003 - CRM Impl - Cust Serv' with various tasks and their progress bars.

Project Name	Project Manager	Project Variance	# Active Tasks	Avg. Variance	# Open Issues
SIN003 - CRM Impl - Cust Serv					

# 90 Day Fixed Scope/Fixed Rate Implementation

For Shop 9000, our customers are our business. We are proud of our reputation. We deliver successful implementations quickly and provide outstanding customer service.

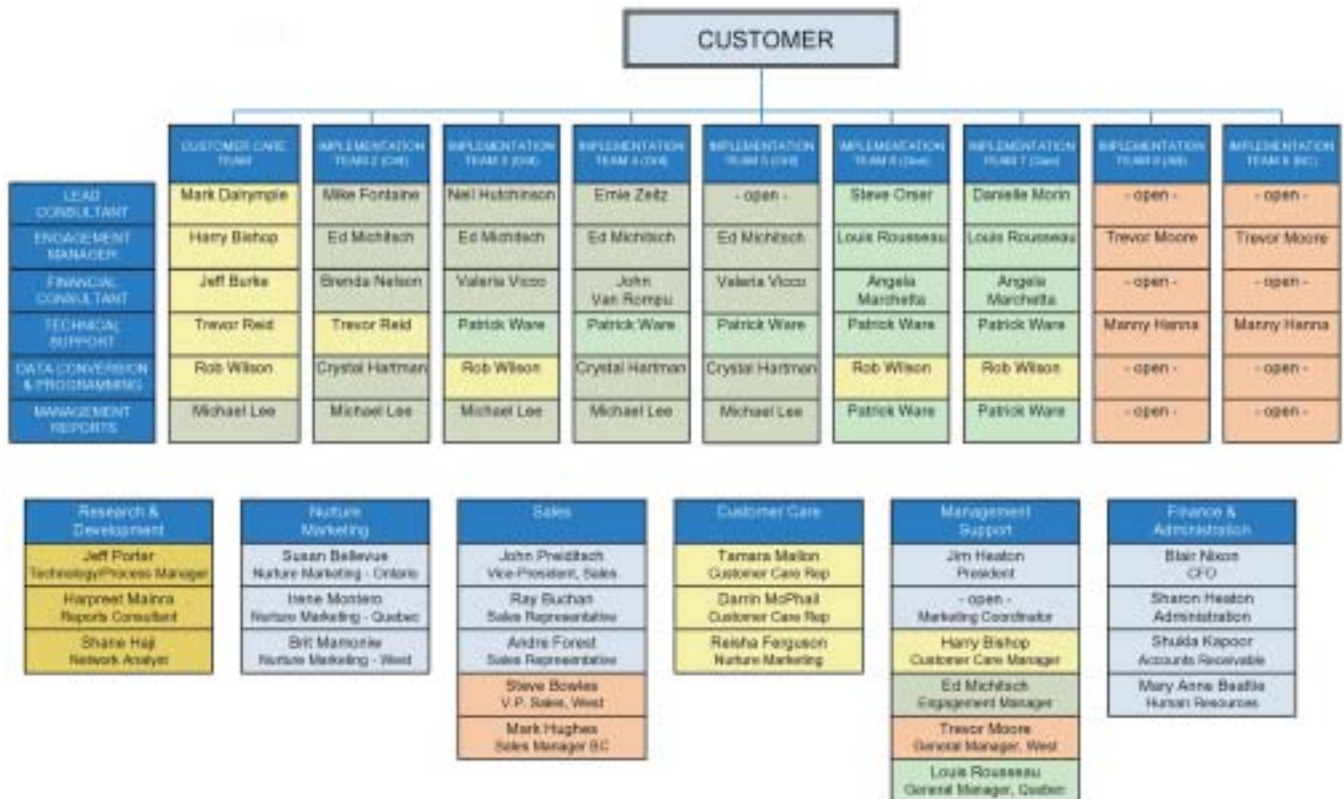
The Shop 9000 Professional Services group is made up of an extensive team of professionals who have many years of finance, manufacturing, and Information Technology (IT) experience in a variety of industries, providing the level of service expected from our client base. Such diverse and complementary skill-sets enable Shop 9000 to provide the mix of products and services demanded by a highly competitive manufacturing industry.

All consultants undergo vigorous training before becoming one of Shop 9000's Certified trainers. Strong project management skills, dedicated people, and a proven approach have made us successful.

Our goal is simple, successful software system implementations *on time...every time*. From site review, through installation, to user training, Shop 9000 will guide your organization through the transition of implementing a leading edge, fully integrated, Enterprise Resource Planning (ERP) manufacturing software system. With hundreds of combined years of manufacturing industry and related experience, the Shop 9000 team will show you how to implement and effectively use VISUAL Manufacturing Software and affiliated products.

*“For Shop 9000 excellent service is the anchor of our core values. It is knowing that we best serve our customers’ interests by listening to their requirements, focusing on their success, and providing the team of experts who will go to any length to get the job done.”*

- Jim Heaton, President, Shop 9000





*“We are very pleased with the results that we have experienced since implementing the VISUAL system. Your team of professionals at Shop 9000 has always provided us with terrific service and support. We have also enjoyed the benefits of the ongoing enhancements and updates.”*

- Mike Sauve, MIS Manager, Gamma Foundries Ltd.

## Customer Care Highlights

### Affordable

- Fixed Fee, Fixed Scope
- Competitive \$1500/day rate
- No hidden fees or extra charges

### Responsive

- Quick response to application needs and service requests
- Dedicated team ensures higher rate of availability
- Schedule appointments with dedicated dispatch staff

### Experienced

- Senior, highly-qualified consultants and technicians
- Expertise covering manufacturing, financials, management reporting, programming, data conversion, technical and project disciplines
- Shop 9000, the Infor Service Partner of the Year in 2005, has been servicing the Canadian market for 10 years and supports over 500 VISUAL customers. Shop provides services all across Canada, with offices in Vancouver, Calgary, Toronto, and Montreal

### Corporate Help Line

416.410.5746

## Customer Care Services: Affordable, Responsive, Experienced

Today, businesses depend on their business applications to help them deliver their products and services, manage their operations, and provide customer service with greater performance and quality than ever before. Any delay in the availability of the benefits that their business solution brings, can have an enormous impact on an organization's success.

Shop9000 recognizes the tremendous value technology offers to its customers and the potential consequences of an under utilized solution. As a result, Shop9000 is proud to offer a new service called Customer Care. Customer Care is designed to provide an **affordable**, yet highly **responsive** professional services option using senior, **experienced** consultants for a variety of services needs, Including:

- Ad-Hoc Services**, such as: report writing, accounting reconciliations, and system upgrades.
- Emergency Support**, such as: system recovery, networking and infrastructure issues.
- Planned Projects**, such as: new facility installations and data migration and conversion initiatives.
- New Module Implementation**, such as: assistance with the new Accounting Productivity Pack value-added modules.
- User Training and Tailored Workshops**, such as: new or replacement staff training, and training on newly deployed applications or existing capabilities that have been underutilized, which can lead to application erosion and a diminished return on investment.

The Customer Care Program is a team approach, ensuring that the most experienced staff is available, when and where you need them, with expertise that covers all of the critical areas of your business from business application module knowledge to technical infrastructure requirements. The Customer Care Team is a dedicated group of experienced consultants, available expressly for existing customers with experienced consulting needs. Our goal is to ensure your on-going success. Call us today to learn more about how we can help you accomplish your business technology goals.



## Recognized as an Industry Leader Among Partners and Customers



*"Infor honors Shop 9000 in recognition of its outstanding performance in Customer Service and Support."*

**Infor Global Solutions** - Partner of the Year



**Profit Magazine** - Canada's Fastest Growing Companies



**Start Magazine** - Hottest Companies of 2002



**Fast 50** - Top 50 Canadian Firms

**Fast 500** - Top 500 North American Firms

*Shop 9000 is proud to be celebrating*

# 10 Years

*of providing world-class software products and services to Canadian manufacturers and distributors*



*"We were proud to recognize Shop 9000 as our **Partner of the Year**. Jim Heaton and his entire organization earned this honor by the outstanding job his organization has done in implementing and supporting our products beyond our customer's expectations."*

- Robin Pederson, Executive Vice President,  
Infor Global Solutions

---

## Request for Information

If you would like additional information about VISUAL Manufacturing and Shop 9000's service offerings, please visit our website at [www.shop9000.com](http://www.shop9000.com) or contact:

### Ray Buchan

Ontario  
Tele: 416.410.5746 ext. 161  
Fax: 416.915.6237  
Cell: 647.292.3285  
Email: [rbuchan@shop9000.com](mailto:rbuchan@shop9000.com)

### Kerry Wiebe

Alberta  
Tele: 780-439-4315  
Cell: 780-231-4692  
Email: [kwiebe@voxwireless.com](mailto:kwiebe@voxwireless.com)

### Mark Hughes

Mark Hughes British Columbia  
Tele: 604.463.6670  
Fax: 604 463-6471  
Email: [mhughes@shop9000.com](mailto:mhughes@shop9000.com)

### Mark Richardson

Québec  
Tele: 450-466-9508  
Fax: 514-944-5700  
Email: [mrichardson@shop9000.com](mailto:mrichardson@shop9000.com)