



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.

Shop 9000 www.shop9000.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 "R. Pederson".

Robin Pederson
Executive Vice President
Infor