

To whom it may concern

We had been looking for some time for a method to record and account for time spent on individual Owners Corporations and related projects, that we manage

Following a demonstration of the TimeTracer System at a Owners Corporation Trade Seminar and investigation we engaged TimeTracer to assist us in implementing a time tracking and reporting system.

TimeTracer has provided us with a positive and all-inclusive solution including integration to our existing software system and provided additional benefits that were not obvious in our initial investigations.

They provided solid investigatory advice, provided a comprehensive quotation and installed and trained well with in the time frame and to the budget they quoted.

They have been a pleasure to deal with and their after-sales service and support has proven to be excellent, they have been very prompt and efficient in assisting with the few minor problems we have had, and they assisted in making modification to the system specifically for our use.

Despite our operations being in different states of Australia the support by internet has proven to be most adequate.

The integration into our existing software package has been a godsend ensuring minimum mistakes and timely, accurate recording of time, reporting, accounting and processing, *it has made the recording of time spent almost automatic.* We are amazed at the information and management assistance the system is providing and our team is enthusiastic with its simplicity of use.

TimeTracer are continually improving their product and listen to our wants and needs and the improvements continue to be practical and worthwhile.

Dealing with Tim and his team and his advice to make the system work our way has been excellent we look forward to continuing ongoing association with TimeTracer.

Yours faithfully,

John xxx
General Manager