



Dear Mr. Haycraft,

May 20, 2004

As you are well aware of, I have been using the Service Automation software since it was called SASWIN 2000 since late 1999 or early 2000. At that time I was part owner of Northstar Heating and Air Conditioning and Heating in Lorton, Virginia. One of my partners had purchased the Wennsoft/Great Plains product and it worked poorly and we were unable to manage our business properly. I knew there had to be a better product out there. I spent two years researching software and systems before I took the decision to purchase your software. I took charge of the implementation and everything worked out well and they are still using your current software today to manage their business.

I moved to a fifty-million dollar roll up company named Primary Multicraft that had purchased 15 of the best companies in the Washington metro area, and the had also purchased Wennsoft/Great Plains and had invested close to two million dollars in the Wennsoft product, unfortunately they were unable to make it work . They finally purchased your product and I was involved with the implementation of the product at that company as well.

Most recently, I founded my own company called CFS Service Corporation and immediately purchased the SAWIN Professional system to aid in managing our business. It was one of the first checks that I wrote and if I were doing it again, I would do it the same way.

Next month we will be featured in Entrepreneur Magazines June 2004 issue in the annual Hot 100 companies article.

Based on the fact that SAWIN Professional is a true windows and fully integrated system I have found it to be an invaluable tool for the service contracting business. I have been very satisfied with the product and more importantly the support, I have found your staff to be extremely knowledgeable, professional, and good at response to our support issues. I have also attended and participated in some of the annual user conferences and found them to be informative as well as constructive for future enhancements to the product.

Overall I would say that my experience over the last 4+ years with Service Automation, Inc. and SAWIN Professional has been favorable and I would definitely recommend the product to other contractors looking to implement an integrated system. Please feel free to use me as a reference for prospects considering SAWIN.

Thank you.  
Sincerely,

Steve Perry  
President  
CFS Service Corporation

*"Providing Experienced & Professional Service"*