

*Email from Mike:*

*Hello,*

*My name is Mike and I manage a plumbing shop, Norblom Plumbing, in Minneapolis, MN.*

*We have been looking into a new software management for our company and discovered the SAWIN package. We've tried the demo and we like what we see. I wanted to hear from some companies that actually use the software to get there feedback about it. ....*

To Mike,

My name is Lance and **MELROY** has been using this software since it was written for a Pick operating system. I purchased this after studying the PICK system and found it to be most like the minds thinking process. Since we did plumbing heating and cooling we found it hard to find software written for both trades. SAS was the best we could do, as it could be adapted to our needs even though it was designed for HVAC type business. Later the company was bought by the current owner who saw its value and had it written over for windows. The SAWIN system is by far the best it has ever been. I have felt very fortunate that I bought a system that I did not have to retire as many others have in our trade. They have been committed to development and support which I find as valuable as the software itself.

The software is flexible and can be used in part or as a whole. We make extensive use of the dispatch and accounting and marketing systems. Monthly P&L and income statements are no problems. If an error occurred that makes all previous statements incorrect, many times the option to reprint all as corrected can easily be done. Up to 3 year's statements are retained in current history. While no software has been without errors or problems, SAS has always been able to resolve and repair the issues whether they are our or their mistakes.

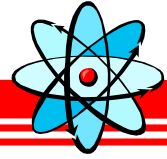
We do not currently use the win mobile or bar-coding but we do plan to implement these in the near future.

We do service agreements and although we do not rely on their software for word processing, we use MS Word; however we do keep track of all service through the system.

You speak of profits increasing. It has been my experience that software does not make me profitable, but the wise use of a good software tool helps us do a better job and helps keep me from being unprofitable. Think of it as a gas gauge that lets you know if you are running low on profit. It helps us comply with law in that we can trace every piece of equipment by model and serial number to its location and assist us in recalls, which in itself has generated more business. Our profits depend on making sure our expenses remain below our income. This software may be deducted as an operating expense 100% in the first year and your equipment can be depreciated probably in as little as 3- 5 years. Obviously as you buy a system, like a truck or any other tool; you will have to increase sales to cover the additional expense. Our clients especially appreciate and find value in that we can track their service history and keep accurate records. The most important customer to us is the house or product we repair and build. No matter who owns it, we can maintain our contact with our customer and whoever the current caretaker "owner" or "client" is.

We track all correspondence with sales leads and prospects and have at our fingertips the needed info when the prospect calls.

How long did it take to become comfortable with the system? It took awhile with the pick system and training was imperative, but the Windows system seems more intuitive and easier to adapt to and requires a little training. As long as at least one person has SAS training they can probably provide in house training easily to any new hires.



The system meets all the critical accounting requirements necessary and provides enough reports for management to do its job well. Customization is a valuable option and is available to meet your specific needs.

You can use white paper, or preprinted forms for reports.

We purchase all upgrades and maintain a service agreement with them for continued support. With their ability to access the very screen we are using by phone is a great benefit. It saves time and money, and helps them do their job without travel.

When we did a major upgrade and conversion, Heather, who personally came to do the work did a great job, providing all the service to get us up and running with the changes and even assisted with training.

Security has never been better. One can delegate access to areas with surgical like precision specifying individuals access to only those areas management deems necessary; either by whole modules or partial file areas.

The most important part of implementing this software is to understand how you wish to setup the system; from marketing and service codes to abbreviated codes where files may be sorted, or for speedy reference. I suggest you get a though understanding of all the features and how they may interrelate with each other in the software.

We do suggest that business' use high speed access communication such as a T-1 or at least cable for speedy file transfer and faster support. Of course you'll probably use it more for other internet searches related to your business.

Mike, I hope I helped answer your questions.

Best regards,

H Lance Bent

CEO

10.29.05

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**MELROY** Plumbing & Heating Inc

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*Authorization is hereby given to publish this letter on [www.sawinpro.com](http://www.sawinpro.com).*

*H. Lance Bent*