



ABN 79 757 923 784
1 Magill Road Stepney SA 5069
Ph: 1300 302 234 Fax: 08 83639400
Postal Address: PO Box 2 Greenwith SA 5125

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We have been using Central.IT from Seratec as our business management and task dispatch system for almost 2 years.

We are an IT network support company, operating in an incredibly competitive environment. It is tough to deliver consistently outstanding service and even tougher to make sure you make a profit on every job.

Two years ago we were faced with the need to hire an extra person to handle our paperwork and bookings, so as to free us up to perform more of the technical work, which is our primary source income. We decided to see if there was a system that could remove the need for the extra hire. We reviewed a number of systems in search of the right solution. After much evaluation and trepidation, we settled on Central.IT from Seratec. It definitely delivered the result we needed, in terms of eliminating the need for the extra person, but it is the other benefits it delivered that we are so excited about. In the areas that count, we have gained greater than 50% increase in productivity. Although it seems incredible, it's a fact. We chose it because it provided a Windows solution for our desktops, wireless PDA computer capabilities for mobile staff and a well featured portal for our customers. Surprisingly it was very affordable with a terrific return on investment.

We needed this system to simplify our job dispatch and onsite job report details. To our surprise, within two months of implementing Central.IT, we discovered we had achieved far beyond anything we could have imagined

Our billings instantly increased, as we captured 100% of all time and materials without any effort. We realised that we must have previously been missing opportunities. Our job completion times have measurably improved due to the systems capabilities. Not a single job can slip through the cracks because the system makes it absolutely impossible for a task to be unknowingly overlooked. Before we started, we were concerned about the extra time we thought might be required to enter job data, but that was quickly alleviated and it turned out that it took less time than before. Plus, the collected data considerably helped us to dramatically improve our service. It was very apparent that Central.IT instantly enabled us to get more done in a day with less effort. We also noticed that the inbuilt job prioritisation was helping us attend to the most important jobs with much greater certainty than our previous manual method of evaluation of priorities. Overall, we have become much more proactive than reactive and our customers are much happier.

In summary, before we implemented Central.IT, we thought our productivity and professionalism was very good and that our management of projects, issues and capture of billable work was of a high standard. Once we were using Central.IT we stepped up our performance and consistency to a whole new level. Using Central.IT has made our service to customers second to none. In short, implementing this system has turned out to be the best business decision we ever made.

Shane Lovell
Director
Inertia IT Pty Ltd