



6 May 2009

## TESTIMONIAL OF SERVICE PROVIDED BY POWERBITS

Christadelphian Aged Care (CAC) have been utilizing the services of Powerbits since April 2008 covering I.T. consulting advice, managing of CAC's network development, product selection, project management and software implementation.

Specific areas of service that Powerbits have provided include:

- Product selection of the Clinical Care system (iCare)
- Vendor management in negotiating with various technology suppliers where we have utilized their broad experience
- Project management of the Clinical Care system implementation (planning, monitoring, status reporting and risk management)
- Data migration of historic financial records for Epicor implementation
- Assistance with implementation of Epicor's Senior Living Solutions platform by CAC
- Inter-facility networking (implemented and managed the provisioning of networking between facilities and intra-site) and trouble-shooting
- Support for I.T. staff with on-going maintenance issues
- Driving the development of a Business Continuity/Disaster Recovery Plan

Powerbits' approach has been very professional and we have appreciated their ability to communicate in plain English. We have found them reliable, and they were able to gain a rapid understanding of the complexities of the aged care industry. They have been effective advocates for CAC and have maintained an independent view of vendor product claims and delivery capabilities.

Their wide experience, forward-looking approach and pragmatism led us to commission them to also develop our BCP/DRP.

We have found Powerbits to operate with integrity and honesty. They have been cost-effective and keep their word and their deadlines.

In summary, CAC have been highly satisfied with Powerbits service and support.

Yours sincerely

Andrew O'Toole  
General Manager – Corporate Services