



Online Security Services
11 Vestey Drive, Mt Wellington
P O Box 12-360
Penrose, Auckland
DX : EX 10975, Auckland Mail Centre
Ph (09) 259-0801, Fax : (09) 259-0810

Incorporating:



29 November 2002

TO WHOM IT MAY CONCERN

Re: Innovative Systems and Peter Feeney

My history with Innovative Systems goes back some twelve years when I was in the process of starting a "green fields" Third Party Logistics company.

We needed a package that would be flexible enough to meet the specific needs of the business of whatever customers we might win, plus would be well supported. At the time (1990/1991) some of our customers expressed concern about the support being based in Melbourne and not in New Zealand, but at no stage did this affect our ability to respond to their needs.

Isthmus proved to be a robust and flexible package that could be programmed to cope with the vagaries of such diverse requirements of products with no SKU number (Travel Brochures), through to Sports equipment where the SKU number was the same for items of different colour. Isthmus became our competitive edge.

Approximately six years ago, we acquired a Records Management company that needed a software package that could similarly grow to meet our customers' emerging needs. Innovative developed ISTRAC for managing the warehouse activity, and Online-Direct which is an Internet enabled package, that gives our customers the ability to not only view warehouse activity online, but also to store images and perform cataloguing activity at their desk.

Once again we have a competitive edge with this product and Peter and his team have made the difference in not only writing the code, but actually understanding the processes and guiding us to where we are today.

I would be pleased to speak further on this reference and can be contacted on DDI 64 9 259 0822 or smaclaren@onlinesec.co.nz

Yours sincerely

A handwritten signature in black ink, appearing to read "Stewart Maclaren".

Stewart Maclaren
General Manager