

February 21, 2011

Dear customers,

We would like to inform you that we have introduced a new partner to improve efficiency and efficacy of our operations: SAP Business One. The world's leading business management tool is now an integral part of our system.

The beginning of 2011 witnessed with excitement the first steps of SAP implementation in the company. With SAP Business One, virtually every aspect in our company, including areas such as administration, customer relationship management, operations, distribution and finance, will be more dynamic from now on. This full application will cover our main operations, offering a much clearer view so that we can be confident in making the right decisions.

In general, this business management and resource planning software spends as much on implementation and consulting services as on software licenses. Being aware of this is partly our driving force so that our customers are informed about key factors leading to successful SAP implementations.

At this time, we are fully committed to this project, to the most important part of methodology, for each business process and technical requirement collected during previous stages is implemented. Currently, our consultants are validating, updating settings and testing processes. For this reason, we are writing to you, dear customers, to let you know of this matter and apologize in advance for any inconvenience that this effective tool may cause during the implementation stage.

Always at your service!

Best regards,