



IMC

Dave Ball
Houndware Corp
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March 24, 2004

Dave,

Just thought I would drop you a line to let you know how pleased we are with Toolhound.

As you are aware, we implemented the product in June 2003, just in time for our Plant Shutdown. By the time the shutdown was complete, we estimated that we had actually paid for Toolhound in the amount of money saved in lost tools.

For background, Toolhound was implemented in a single crib, tracking 1600+ items of various types (Individual, Bulk, Consumable, etc). We are using the Dolphin Scanners in an RF-type application. The system is extremely easy to use, both in Tool tracking and adjusting Inventory. Also, with Report Writer, we have developed reports that list overdue tools by Supervisor, allowing them to follow up on tools that have exceeded our preset allowable time for tools in the field – currently set at 7 days. This has resulted in increased control of where a tool is at any given time.

We estimate that on current usage, we will reduce our Tool budget by 25% or \$50,000 CAD Annually.

Our plan is to add more items which we feel could increase that saving twofold.

Special thanks to your System Support group which has responded in an extremely timely manner on any questions and help that we have required, which incidentally has been fewer than we anticipated.

Please do not hesitate to call should you require further clarification. I would also be happy to talk to anyone who is considering your product for their company.

Sincerely,

Brian Crosthwaite
Manager, Applications Development
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