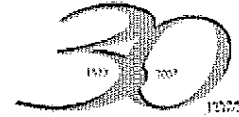


**Lincoln Paving**

**& Contracting Ltd. Since 1977**

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## Testimonial for Marc Lachance

Having experienced much growth over the past few years, our firm had reached that point where our current accounting software no longer fit the bill. We needed to take the big step and locate a package that would handle our current and future growth and ultimately serve as a necessary tool to allow for continued success of our business. We spent many months in the review process of a number of different accounting programs that were more specific to, appropriate for, and conducive to our industry. We made a decision and know it to be a good one, but once the sale was done, the real difficulty began. The short of the long is that we made several attempts at implementation and operated with partial implementation for over a year, and therefore were not utilizing the software's full benefit and were not getting the full value we required for success. This is where Marc came in to the picture. We approached Marc for his assistance and after his presentation, we were excited about his expertise and confident that he would be the critical link in finalizing our software implementation.

Marc's ability to ask the right questions quickly zeroed in on the issues. His primary approach was to analyze our "system", our way of doing things, and where each individual contributed, how and where we worked together and relied on each other's ability to perform our tasks. He was then quickly able to identify the areas of duplication and inefficiency and provide some relevant input on how the process could be improved. This exercise provided him with the big picture and gave him a good grasp of our business, our niche, and our particular needs. From all of this, he helped us to develop a vision of what the solution would look like.

He then quickly developed a plan to deliver the function that we needed. This was aided by the key understanding of the information requirements of management. The plan was strategic in nature, with reachable milestones and measurable deliverables. During execution of the plan, he provided coaching and necessary support, often in the form of showing us how by keeping things simple, we could move forward much more quickly and easily. He realized during the process that one of the major barriers to our implementation was the disparity between the training personnel' approach and our collective understanding of what we wanted. Marc, given his extensive IT knowledge, was able to bridge the gap and articulate our needs to our software supplier and secure from them the necessary business deliverables. To be more succinct, he was able to identify where we needed to change to allow the system to function, and where the software needed to be modified to allow our business to function.

During the whole process, he was key in managing the different personalities and helping us to work as a team to build an effective process. As an "outsider", he could more easily maintain the "big picture" viewpoint and direct us back on track when we experienced some hiccups.

Marc's confidence in his abilities and the ability to set a clear direction were instrumental in allowing us to achieve our goals in the time frame required.

We were very pleased with Marc – both in personality and abilities. We absolutely valued his leadership and direction and the very fact that we are now operating in full implementation is testament to the role he played. We will have no hesitation in bringing him aboard again down the road should the need arise.

Yours truly,



Ryan Weening  
Accounting Manager  
LINCOLN PAVING & CONTRACTING LTD.