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Ken Priestman
Account Executive – Financial Services
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RE: Microsoft Dynamics CRM Implementation for MCAP Leasing

Dear Ken,

We would like to express our appreciation to your team, notably Chris Cole and Bart Blom.

They were instrumental to the success of the implementation of Microsoft Dynamics CRM 4.0 for MCAP Leasing.

We had many challenges to overcome including configuring common business processes that reflected and captured the uniquely successful sales and administrative methods utilized by our branch offices in western and eastern Canada.

Although currently a Notes shop, we chose MS Dynamics for two reasons; the ease with which CRM could be configured to our processes, and extensive integration to Microsoft Office Suite.

We chose VoxISM to design and implement the solution because of their extensive knowledge of Microsoft CRM, data migration experience, and local support across Canada.

Since going live in June 2008, the results have been positive. We have completed the data migration from a previous system used in Vancouver, provided an integrated sales force automation tool to our sales reps in Ontario, and have everybody working in the same way.

We appreciate your commitment to this project and for providing support when required.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dion Farentino".

Dion Farentino
Vice President, Sales
MCAP Leasing