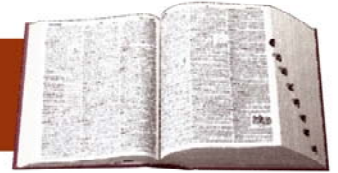


# TESTIMONIALS



## Introductions

Quality System Integrators like to discuss their work in proud, glowing terms. However, the clients' experiences are the true measure of an integrators success. If our clients are happy with our work, their projects are successful and their systems exceed their expectations then we have accomplished our initial goals. From there, our task is to keep our clients systems performing well, up to date and improved with new functionality and appropriate technologies. We admit that we enjoy glowing client comments because this inspires us to continue improving our practices for delivering quality systems. We are very pleased that clients take the time to submit their comments about their experience with Parasyn.

As part of our ongoing commitment to ensure we continue to meet our valuable client expectations, Parasyn regularly conducts customer feedback sessions. We ask clients to comment on Parasyn's performances in three areas:

1. Overall strengths of Parasyn
2. Summary of experiences in dealing with Parasyn
3. Reasons to recommend Parasyn as a preferred supplier

Our clients are unanimous in describing Parasyn as a professional and quality service suppliers who treat the client problems as their own - whilst still maintaining a competitive pricing edge and approach. We're also perceived to be creative problem solvers with the added bonus of consistently providing clear and detailed documentation - and our team are praised and recognised for their high level of knowledge and expertise as system integrators.

Here are a few examples of our clients' strong endorsements of Parasyn's general approach to their business needs; Please note that in some cases it is policy of an organisation (specifically local Government) not to make official comment about a service provider and therefore the following opinions may only represent the views of the individuals stated.

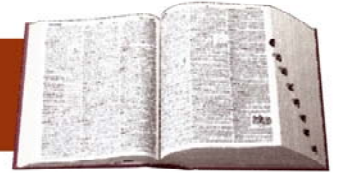
## Strengths

**Parasyn's greatest strengths -professionalism; technical ability; flexibility; motivation; solution providers**

- *"The project was executed in line with the scope of work and specification. The Factory Acceptance Test and supporting documentation was accurately completed and professionally presented."* - Colin Millen (Project Manager), Bilfinger Berger Services Aust.
- *"Technical ability to think through the issues, especially from the client's perspective. Parasyn provided a wastewater SCADA system with high reliability by integrating RTU's and the HMI often by developing [productised] middleware. An effective SCADA system is a critical business tool to ensure EPA licence requirements are met. Increasing use of adaptive control systems enables hydraulic problems to be circumvented and remote control aids in limiting wastewater spills."* - Lewis Wells, (Engineering Manager), Gold Coast"
- *"Flexibility, being able to adjust schedule and plans to meet changing needs. System changes have been programmed to best meet the needs of operations and engineering. Our organisation has benefited from Parasyn's detailed product knowledge, assistance in fault finding and their Professional project approach."*- Graham Hjort, (Project Manager), Australian Rail and Track Corporation
- *"The skill level, talent and motivation of Parasyn Engineers is exceptional. Parasyn has worked to deliver a better product, even when our own specifications fall short. Their work practice and design approach result in top to bottom quality and they do not stop until it is right. Parasyn treat our issues as their own. They communicate well and persist through to a successful outcome. We also get creative and more effective solutions to problems."* - Ted Ellis (Project Manager), Cairns Water
- *"Parasyn has the ability to ensure that the total package - communications, RTU's, Control room systems, alarm system, documentation are all covered without the need to go to different sources for this work."* - Marshall Holmes, (Management), Origin Energy Asset Management



# TESTIMONIALS



## Experience

### Summary of experiences in dealing with Parasyn - professionalism; competitive pricing

- "Parasyn provided a professional approach to project delivery with good supporting documentation and competitive pricing." - Colin Millen (Project Manager), Billfinger Berger services Aust.
- "Parasyn's project delivery model and execution is one that I one day hope to replicate within our own organisation. They are better than any other integration vendor that I have worked with. Parasyn operates in the center of the field of professionalism and integrity. I never have to doubt their statements and practices, as they always place the customer needs first." - Ted Ellis (Project Manager), Cairns Water
- "Parasyn Controls Pty Ltd was able to clearly demonstrate documented procedures directly related to the works and would ensure quality systems, products and services to be consistently delivered. Parasyn Controls Pty Ltd demonstrated a complete and thorough understanding of the wastewater network together with past and current experience in all the aspects of the works required by Gold Coast Water. Parasyn Controls was the only tenderer that was able to supply all services without the need to subcontract any part of the works. While other tenderers could demonstrate sufficient experience in the water industry they were unable to supply a complete in house service. In general all the nominated support staff were of a high quality; however, the staff nominated by Parasyn Controls Pty Ltd clearly demonstrated a superior level of skills than that of other tenderers." - Gold Coast City Council 413th Council Meeting 14 August 2006 7, Water Sustainability Committee Meeting 7 August 2006
- "How do you say that Parasyn do all that we ask and then more." - Marshall Holmes, (Management), Origin Energy Asset Management

## Recommendations

### Reasons to recommend Parasyn as a preferred Supplier & Partner;

- "Parasyn projects are delivered well due to a strict adherence to their own internal standards which ensure long term support is facilitated and ensuring clients needs are documented and agreed prior to the delivery phase." - Lewis Wells, (Engineering Manager), Gold Coast"
- "Always willing to discuss and resolve issues and work more as partner than as a contractor." - Ted Ellis (Project Manager), Cairns Water
- "I would recommend Parasyn on the basis that in the area of telemetry systems, the staff have a high level of knowledge and experience and the project was delivered in a professional manner." - Colin Millen (Project Manager), Billfinger Berger Services Aust.

## Thank You

It's gratifying to know that our clients' positive perceptions of us are directly reflected in the core principles underlying our mission statement:

- We continually add value to our client and supplier relationships, with an emphasis on partnering.
- Our ideal is an excellently managed company based on strategic concepts (customer driven), top management commitment, high standards, business monitoring systems, satisfying customer requests and generally satisfying customers and employees.
- We strive to be one of the most desirable companies to work for in our industry, through the establishment of a high achieving environment, mutual respect and quality support systems.
- We achieve superior return on assets by effectively managing costs.
- We will achieve our vision through our central mission, strategic planning and culturally aligned workforce.

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