



**CILLIERS &
REYNDERS**
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Member of the Phatshoane Henney Group of Associated Firms

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To: Management GhostPractice

RE: Reference – GhostPractice

Please allow me to explain why we are extremely satisfied with GhostPractice.

We were looking at the possibility to change to GhostPractice to improve the operations in our Practice. We were hesitant to change but the presentation by the marketing team and their professional approach convinced us to make the decision.

I was previously involved in two similar implementations in my career. These companies were known well for excellence, IMPACT Encore, EOH. I was used to their calibre and GhostPractice in comparison showed to be of the same high standard.

My expectations were exceeded not only by the system but with every aspect involved.

The staff, planning, preparation and training was outstanding.

We were very fortunate with the team that was part of the process. They went out of their way with the training and assistance. This was not easy, as we faced a lot of challenges and we were all under a lot of pressure (as firms normally are!)

The change went extremely well and they accommodated our available times, even assisting us on a weekend. The communication between GhostPractice and our IT specialists was excellent. Moving to GhostPractice was the best experience ever.

Since using GhostPractice, we managed to save money in different ways, due to the improvement and efficiency of the system.

I personally like the fact that one can export the documents and reports to Excel. This is a huge benefit to the auditors, and I use this function as part my own control systems.

Management benefit from the Reports and we even had Custom Reports done, according to our individual needs and preference for audit purposes.

I would like to offer my personal experience as a voluntary reference to whoever's interested in implementing GhostPractice, or hesitant about change.

Since I'm responsible for the financial side of the Practice, I can confirm that the firm benefits since introducing GhostPractice. There are many reasons for this but to summarise, GhostPractice is an excellent practice management system that benefits all staff. The cost incurred is in comparison to paying the salary of one individual, but with the benefit of 18 assistants!

I can highly recommend GhostPractice and can only compliment the staff, support and Management, always prepared to attend and assist, should you need their services.

Kind Regards

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