



**Prokureurs, Notarisse  
en Aktevervaardigers**

**Attorneys, Notaries  
and Conveyancers**

Reg. No. 1999 / 022245 / 21

JAAR VAN UITNEMENDHEID **25** YEARS OF EXCELLENCE

## TO WHOM IT MAY CONCERN

Ons Verw – Our Ref  
**EY STUART/sm**

U Verw – Your Ref

Datum – Date  
**1 DECEMBER 2016**

Dear Sir / Madam

### **RE : GHOSTPRACTICE**

EY Stuart Incorporated implemented GhostPractice during November 2011 and this decision made a vast difference in the manner in which we practice and conduct our business.

As an attorney, I have studied law and not practice management, accounting and human resources management.

Unfortunately practicing law is no longer only the major component of an attorney's practice and the time and skills required to devote to practice management are often neglected, as were the case with EY Stuart Inc. and this resulted in a loss of revenue.

From the moment we implemented GhostPractice we felt the difference. Suddenly there was awareness, not only with our Directors, but also with all staff members that we are conducting a business, that time is money and that effective management can only be achieved with appropriate accounting, data capturing, time management and access to files and accounting records.

At the time we considered implementation of GhostPractice, we investigated other products in the market but we were convinced that GhostPractice offers the most effective and comprehensive solution.

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There are no hidden costs with GhostPractice's pay-per-user model and what they have promised is what we are still getting. This includes accessibility to support and training.

Implementation of GhostPractice initially seemed to be a nightmare and time-consuming, but the little inconvenience caused by the training- and implementation process, was worth all the benefits derived from GhostPractice.

There is no doubt that our income has increased since we are receiving fees previously lost due to bad administration and which fees are now effectively invoiced.

From an accounting perspective, you have all the reports you may need ... and more!

GhostPractice continues to improve their product on a continuous basis and involve us in all updates and training at no additional costs.

GhostPractice was certainly the best decision we have made in our Company in the last 5 (five) years.

To rate GhostPractice out of 10, I would definitely give them 9. Not 10, simply because there is always opportunity for improvement, as GhostPractice has also proved with their continued product development in accordance with the requirements, needs and requests of their customers who are continuously consulted.

We definitely recommend GhostPractice to your practice.

**Signed at Pretoria on this the 1<sup>st</sup> day of December 2016.**

A handwritten signature in black ink, appearing to be 'EY STUART', written over a horizontal line.

**Signed: EY STUART** *(Director)*

\* *Writer's direct fax : (012) 346 2373*