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## MULLER, TERBLANCHE & BEYERS

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Datum / Date: 4 June 2012

Dear Paul

### RE: QUESTIONS ABOUT GHOST PRACTICE

I have been asked whether I am prepared to answer some questions about Ghost Practice.

I am more than happy to do so.

The questions and my answers are as follows:

Q: Has GP improved your productivity and why?

A: **Most definitely, because the proper recording of each fee earners activities throughout the day enables me to pick out the performers and non performers and take appropriate action. The Activity report is invaluable. It also enables me to introduce incentive targets and the fee earners to measure themselves on an ongoing basis.**

Q: Has GP helped you increase profit and why?

A: **Yes, because it has enabled me to extract reports on processes and work methods which are not financially effective, and eliminate, or adapt them. Coupled to the increased production and cash flow this has lead to increased profits.**

Q: Has GP improved your cash flow and why?

A: **Yes, particularly in the collections and litigation departments where the daily transfers from Trust to Business give us access to fees earned so much quicker.**

Q: How do you rate GP service compared to its competitors and why?

A: **We have been computerized since the mid 1980's and made use of our previous software providers until 2007. One of the reasons we changed providers was that the particular firm had not done any upgrades for a number of years. We have been with GP since then, and have been impressed with their dedication and commitment. There were many teething problems in 2007**

**especially as we were one of the first firms in the Western Cape to go live on GP. Besides their efforts at resolving problems that arose they have always listened to suggestions we may have made. They have also never been afraid of throwing manpower or hours at resolving a problem.**

**Q: Is the product stable and do the 4 releases a year add value?**

**A: The only down time we have experienced since installing GP has had to do with hardware. The regular releases of upgrades are a confirmation of GP's commitment to the product and their clients, and continue to add value.**

In conclusion I wish to record that I have no hesitation in recommending Ghost Practice as a legal practice software programme that is not only an excellent bookkeeping system, but also an excellent management tool. Its applications are limited only by one's own imagination.

Yours faithfully

**MULLER TERBLANCHE & BEYERS INC.**

Per:



**W G ROBERTSON**