



CONSTRUCTION LABOUR RELATIONS ASSOCIATION OF BC

November 02, 2008

Jim Heaton

VOX Wireless Inc.  
36 Glengowan Road  
Toronto ON M4N 1E8

Re: VOX Wireless

Dear Jim,

The Construction Labour Relations Association of BC spent a great deal of time researching possible solutions for the development of new database. We were seeking to combine a number of individual data sources and spreadsheets into a single tool to manage information about our members in order to serve them better. This would allow us drive communication with membership in order to be nimble as an organization. The tool had to serve several current departments and be expandable. It needed to be able to accommodate new programs and services as they were developed without the need to hire an external consultant for every little adjustment.

We consulted with several firms and looked at a variety of options from completely custom built databases, out of the box ERPs to online CRM systems. We were referred to Mark Hughes and Vox Wireless by Microsoft Canada as a possible solution to our needs. Mark visited our office and presented an overview of CRM 3.0. We were impressed by its user friendliness and flexibility, both from the perspective of customization and the generation of reports. What really stuck out was Vox Wirelesses short implementation time frame, the level of detail provided on how it would be accomplished and the fact that at the end of the process we would have the knowledge to make adjustments as required.

VOX Wireless provided the appropriate level of leadership during the planning and implementation phases. They carefully listened to our needs and helped us work through process workflow. The project deliverables were implemented. The professionalism displayed by the VOX Wireless team was commendable and we would consider them a long-term partner in ongoing business process improvement initiatives.

Sincerely,

A handwritten signature in blue ink that reads 'R. Chioccarello'.

Rob Chioccarello  
Coordinator, Human Resources Services  
Construction Labour Relations Association of BC