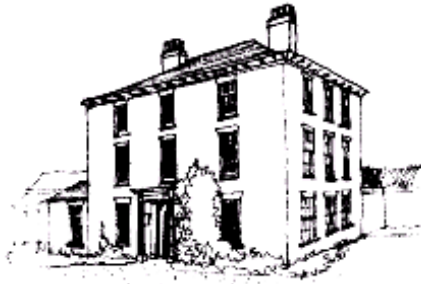


NORWICH HOUSING SOCIETY

TESTIMONIAL



Norwich Housing Society has been in operation for 75 years, managing over 300 properties. Having decided to computerise the manual system Norwich H.S. invested in OmniLedger's Pyramid Integrated Housing Management and Financial suite of applications in 2001.

OmniLedger was chosen because of the system's depth of integration and the amount of management information which could be extracted from the system.

Tom Trett, Finance Manager, believed that *"Pyramid would not only allow us to achieve our first objective – to provide our management committee with reliable financial information, but also give tenants the best possible service and continue to ensure they can come into the office to pay their rents. Whilst other associations were moving towards electronic collection systems, we felt such a move would not necessarily benefit our elderly tenants."*

The Pyramid cashdesk printed directly onto our existing Rent Cards and updated the complete business suite immediately, leaving us with more time to talk to the tenant, rather than writing out paper records, and this was extremely important to us.

It would appear that OmniLedger was the only supplier that could offer a complete hardware and software package of services with a total absence of third party software.

Having seen the system in operation at another housing association this gave us the confidence to place an order with Omniledger. All the Pyramid users we spoke to were happy with the system, but more importantly, were complimentary about the on-going service and support.

Nick Bagshaw, Director *"Since the introduction of Pyramid, we have been impressed with its efficiency and flexibility. We have found it to be a very good system and more than adequately sophisticated. It is ideal for our requirements and even now we probably do not use it to its full potential."*

The noticeable benefits of the system are the accessibility of information when required. It is user friendly and the report writing tool is good. It has also helped to provide a better service to our tenants as we are able to provide them with statements quickly."

Year Installed: 2001 / Units: 300 / Previous System Used: Manual