



To Whom It May Concern:

Independent Electric Supply, Inc. was opened in 1976, as a ten employee distributorship, serving the needs of electrical contractors laboring in the high-tech aerospace industry. Today, Independent Electric Supply is an award-winning firm, ranked seventeenth in size among the "Top 200" distributors in the nation. Independent is a \$400 million per year business, with twenty-five full-service electrical locations, and three specialty division houses. We employ over 550 persons, and deliver materials from over 300,000 square feet of efficiently managed warehouse space.

Independent Electric Supply is employee owned (ESOP), and privately held. Each and every employee has the maximum resources of the entire company at their disposal to provide you with the service that you deserve.

Independent Electric Supply is a "Customer Obsessed Company." No customer too small. No customer too large. Whatever your needs, we have the personnel, the materials, the service, and the desire, to assist you in your pursuit of profit.

The variety of customers we deal with and meeting their projects needs, set our industry apart from others as far as software requirements. The multitude of vendors we represent and their policies, which we need to understand in terms that can best serve our customers, are also a factor in defining our needs.

We had previously had two failed attempts to implement major software packages from major players in the electrical distribution software market. We were looking for software that was simple to learn and operate, and could be maintained with minimal internal staff. We had the fortune of acquiring a company that had been a long-term Harvest user and most training was done by internal employees.

We have had many custom changes programmed into the base Harvest system to handle unique situations that occur in our business. Walden Services has always been responsive and very knowledgeable regarding industry best practices.

I'm impressed most by Harvest Software's ease of use along with many powerful features. Many input screens can be used with minimal keystrokes and you can also use powerful drill downs to perform more complex functions. The user interface is very intuitive, and can be arranged appropriately for different user profiles.

Areas of the software that benefit our company the most include Pricing, Sales Order Entry, Job Control and transfers. We have 28 locations and having all the information for the entire company available at each locations is critical for the great customer service we strive to deliver.

Harvest is a good fit for our company because of its ease of use, good basic functionality and very easy to deploy as we add new locations. When faced with managing credit for the numerous jobs we process, and keeping our pricing sensitized for each geographic region we serve, Harvest Software was up to the challenge.

Harvest does an excellent job of the everyday Sales Orders, Purchase Orders, Inventory Control functions, along with all the accounting transactions that result. In the future, we hope to start using Electronic Funds Transfer and automated bill paying to Affiliated Distributors.

The support is the best. We are located on the West Coast, and Walden Services, especially Nina Schultz, is available 24 hours a day (if need be). We have never had a situation when we couldn't get the help we needed in less than 30 minutes.

Bob Wittig, Corporate IT Manager
INDEPENDENT ELECTRIC SUPPLY
1370 Bayport Avenue
San Carlos, CA 94070
650-594-9440
bob.wittig@iesupply.com