



ANTIQUE AUTO PARTS

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November 26, 2007

Steve Szubinski, Managing Partner
The PCA Group, Inc.
455 Cayuga Road, Suite 200
Buffalo, NY 14225

Dear Steve,

In 1998, MAC's started worrying about the dreaded 2000 millennium computer blow up paranoia. So it was decided to try and implement a replacement technology system to replace our obsolete UNIX-based system.

In late 1998, we settled on Visual AccountMate after reviewing many other accounting software systems. We started on our path mapping our old systems data over to the new one with help from a local firm. That was not going very well and I started asking around for other technology-related firms in Western New York that might be able to help us....and so I was referred to The PCA Group, Inc. (PCA).

A couple of the owners and programmers came out and took immediate interest in not only what our "upgrade needs" were but what our "technology needs" were. It was soon after that meeting that MAC's started what continues to be a strong relationship. In fact, at this time, we started to consider PCA not as just "consultants" but as "partners in business." Your team was willing to hear about any and all concerns involving technology or the potential application of technology in our work processes.

Here are a few "then and now" stats:

In 1999, it took us 2.03 hours of company-wide labor per order to go out the door.
Today that is 1.55 hours of company-wide labor per order to go out the door.
That is almost a 24% time savings (1/2 hour per order) that I mostly associate to our change in technology.

In 1999, we had sales of \$6.5M.
For 2007, we project to have sales of \$14M.
115% growth in sales ... MAC's annual revenue has more than doubled.

In 1999, we had 48 employees that worked a total of 104,000 hours.
In 2007, we have 76 employees and are projecting working a total of 157,000 hours.

115% growth in revenue with only a 51% increase in labor hours means that not only are we using technology to our advantage, but that it is critical to our future to continue and exploit technology and enhancements to our work flow processes so that we are a leader in our industry.

The PCA Group has put the care and concern into all of our work flow processes and technology, that we consider them our partners in business.

Sincerely,

Rick McIntosh

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