



A warm welcome to Houston Medical users

As you know Derek Gower has accepted our offer to purchase Houston Medical. So let me offer a brief introduction to reassure you that we are capable successors to Derek as proprietors of this long established and respected software company - and as new employers of his loyal staff.

Best Practice Software Pty Ltd is a family company and we like to extend that word 'family' to our users, all 12,000 of them over 3000 sites at last count. So welcome to the family! My husband, Dr Frank Pyefinch, and I believe have earned our stripes in the Australian Medical Software industry. We launched our first program, Medical Director, in the early 1990s and at its peak it was used by an estimated 85% of Australian GPs. MD continues in the market but we took a new direction in 2004 with **Best Practice**.

A philosophy of constant evolution to meet the needs of our users and strong emphasis on user support has helped us climb to a market leading position over those eleven years. We include some Specialists and a growing number of Allied Health Practitioners using our GP software.

Best Practice has over fifty employees, mainly at our headquarters in Bundaberg, Central Queensland. A second office has recently been opened in Brisbane. By combining our resources we believe we can capture a larger share of the Australasian Specialist and Allied Health market with Houston products. We would value your feedback and ideas on how you think this can be achieved.

What of the future?

At this stage no significant changes will be made to normal operation. Please continue to use the existing Houston Medical Service and Support contacts. We will advise you about any changes to business names and banking details.

Over the next few weeks and months members of the **Best Practice** team will contact you to update you about the transition process and to seek feedback to assist our combined team in devising some exciting plans.

We have negotiated a contract with Derek Gower which will ensure the smooth transition of the business operations. We salute Derek's pioneering role in medical software and we welcome the opportunity to learn from his long experience in the industry. Frank and I thank him for entrusting his loyal customers and staff to us.

Please don't hesitate to contact me if you have any enquiries. lorraine.pyefinch@bpsoftware.com.au

Yours Sincerely

Lorraine Pyefinch

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Director, Best Practice Software Pty Ltd

