

Editors Note

Summer is in full swing, the days are getting longer and as we draw near to the end of another busy, frenetic year, our "To Do" lists are not getting any shorter. But, in the words of our iconic past president, "It always seems impossible until it's done!" Nelson Mandela

Welcome to another edition of embraceTALK in which we focus on delivering superior customer service to enhance the customer experience and drive productivity and profitability upwards.

On this note, we take great pride in presenting our Case Study on how Embrace Drives Shrinkage Down & Profitability Up at Taeuber & Corssen SWA to Deliver –

Fast Measurable Consistent Growth.

We TALK about the fully integrated Embrace Customer Relationship Management (CRM) system, which streamlines processes and gives companies a "360° view" of their customers.

As a company, we recently mourned the loss of one of our colleagues, Erik Lutz, who sadly, passed away on the 25th August and pay tribute to the life of this very special Embrace team member, who will never be forgotten and lives on, hardcoded into our software and our hearts.

Our Outreach Team continues to embrace and meet the needs of the Ikwezilokuza Home, proving that "A good head and a good heart are always a formidable combination." Nelson Mandela

Thank for your continued support and best wishes for the remainder of the year.

Jeannette



Inside this issue

The benefits of an integrated CRM/ERP Solution

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Special Feature - Embrace CRM Software

Case Study - Embrace Drives Shrinkage Down & Profitability Up to Deliver - Fast Measurable Consistent Growth at Taeuber & Corssen
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Team Embrace - Erik Lutz remembered

Last Word

Left: Johann Van Rooyen, Jeanette Teles, Rob Davidson, Debbie De Wit, Colleen Becker.

An integrated ERP / CRM solution is an investment that continues to enhance the bottom line!

Companies delivering service beyond excellence will excel and stand out from the competition and this is why there is a drive towards implementing customer relationship management (CRM) software. Traditionally, CRM software have been stand-alone solutions but today we are seeing a trend towards integrating CRM functionality into ERP solutions as businesses look for ways to unify fragmented customer data, making customer and account information available throughout the organisation. Integrating CRM and ERP Systems achieve this while also helping to automate workflows, improve communication across departments, eliminate duplication of effort and enhance the customer experience.

When ERP and CRM systems reside in two separate data-bases, the biggest challenge is keeping the data updated, synchronised and consistent. When a CRM user in customer service and an ERP user in finance update a customer record, changes in one system need to be updated in the other. This is an offline and time-consuming process, which hampers productivity, increases staff workload and introduces the possibility of human error. When ERP solutions "embrace" integrated CRM functionality, there is one central data base and updates in either system are visible immediately, enabling faster and more accurate data processing, while at the same time improving customer and employee satisfaction.

Discount structures are managed by the ERP system as they are linked to clients, products, categories, quantities and dates. When integrated, these discounts reflect automatically and accurately in the CRM system, where salespeople process quotations. On acceptance, these quotations can be automatically converted to orders and then to invoices, enabling companies to streamline complex processes and improve efficiency, while consistent, real-time data, makes reporting easier, faster and more accurate.

Inventory Replenishment is another area where integration is absolutely essential! Demand estimates are usually based on order history, contractual agreements with suppliers, confirmed orders and quotations. All this information resides in both CRM and ERP systems and when there is insufficient or contradictory information in either, companies run the risk of over or under ordering what is required to replenish inventory, which could

negatively impact the bottom line and the customer experience.

Customer Returns is another CRM to ERP Process, involving a lot of "back and forth" between the two systems. When returning a product the customer speaks to a customer service representative, who looks up the original invoice in the ERP system, creates a return merchandise authorisation (RMA) in the CRM system and the product goes back into inventory. When the accounting department receives the notification, they credit the customer. The warehouse and accounting departments process the RMA in the ERP system, using information processed in the CRM system by the customer service department and finally the customer history needs to be manually updated in the CRM system. This complex workflow is a lot quicker and easier to manage and process when CRM and ERP are integrated.

Companies wanting a "360° view" of their customers will benefit from ERP/CRM integration, as it facilitates the recording and easy retrieval of up-to-date client information, providing full visibility across the company. A 360° view really means the combination of all different types of information, such as customer contacts; personal (name, age, gender and location); customer engagement (orders, service requests, cases and fixes); customer preferences, all of which comes from the CRM system. A true 360° view is achieved when all this information is combined with the customers' business history (sales, returns, credit limits and outstanding invoices) from the ERP system. An integrated system paints a comprehensive picture of the customer with accurate and consistent data for improved analytics and reporting, enabling companies to track changes in their customers' profitability, preferences, and loyalty.

"Customer service is not a department, it's everyone's job." An integrated CRM/ERP System gives everybody the tools to do it right, excel and stand out!



Did You Know?

Embrace has a fully integrated CRM module, featuring:

- Effective Contact Management
- Customer Hierarchies
- Task Management
- Reminders and Escalations
- Team Management
- Activities and Case Management
- CRM Dashboard
- Calendar
- Journals
- Workflow and Escalations
- Customer and Contact Equipment Database
- CRM Notifications
- Role Based Security
- Security and Accessibility

Embrace Customer Relationship Management (CRM) Module – Delivers superior customer service, Beyond Excellence!



The Embrace fully integrated, full-featured CRM module is a highly flexible, cutting edge solution, delivering comprehensive, out-of-the-box functionality, but can also be tailored to meet specific requirements and business needs.

The evolution in consumer sales from product driven sales to consumer required support and service, has created the need for companies to have closer ties with their customers. People buy from other people when they have a solid, trust-based relationship.

Implementing the Embrace CRM module can dramatically increase productivity by helping to quickly identify premium sales opportunities, manage the sales cycle from start to finish, and constantly nurture the company's most valuable asset – existing customers.

Embrace CRM helps an organisation manage interactions between prospects, customers and contacts, with all contact information stored centrally, in one database and accessible to all approved users. This single CRM interface allows users to capture additional customer interactions and is fully integrated to other modules, including Sales, Service and Debtors, linking into real-time, on-line enquiries. Monitoring and assessing customer interactions, together with users within the organisation, helps to enhance the customer experience.

Embrace CRM uses technology to organise, automate and synchronise business processes for sales,

marketing, customer service and support teams, as collaboration between colleagues is the key to success. CRM assists in finding and attracting new customers, nurturing existing customers, while reducing the cost of sales, marketing and customer service activities.

Embrace CRM features include:

Effective Contact Management keeps track of the relevant contact information and includes status, family, personal, phone numbers, email addresses, business, demographic details and user analysis data. This creates and enhances the opportunities required for that critical personal contact.

Customer Hierarchies assist salespeople in getting closer to customers, prospects and contacts as they are able to interrogate customers' organisational purchasing trends, staff hierarchies and roles within the organisation. Inter-Organisational relationships between contacts can also be mapped.

The CRM Dashboard provides a central point from which all CRM activities are available. Users can access only those items that are relevant to them while a manager or team can access items that have been assigned to many users. The interface highlights activities that are late and require immediate attention. Using flexible queries, filters and selections, users define what they want to see.

Activities and Case Management ensure "track and



Embrace Drives Shrinkage Down & Profitability Up to Deliver - Fast Measurable Consistent Growth!



The Company

Taeuber & Corssen SWA (PTY) Ltd was established in Namibia in 1920, as manufacturers' representatives, providing a complete supply chain service, focused on the Fast Moving Consumer Goods sector and in 2011 was acquired by Bidvest Namibia Limited.

The company currently employs over 400 people and has developed an infrastructure with warehousing, sales, merchandising and distribution capacity to service even the remotest areas of the country. This capability includes perishable, frozen and dry goods storage with distribution facilities located in eight centres throughout Namibia.

T&C's distribution business operates under two main divisions, T&C Trading and Matador Enterprises. Two more companies, namely, CaterPlus and ProTrade Agencies were recently incorporated into the Group.

The Challenge

The challenge was to find a single, fully integrated ERP system that was flexible and agile enough to cater for all individual needs whilst accommodating growth and changes to the group structure. The companies within the group operate as individual entities, but integrate into a single Head Office, where information for the entire Group is consolidated.

As Group Companies were bought and sold, Warehouses and Depots opened, Embrace moulded to these changing, growing and evolving requirements.

More recent challenges included:

- To automate and streamline information exchange with principals and customers.
- Implement a paperless Warehouse Management System for T&C's Warehouses which all operate very differently, with their own unique systems and physical challenges.
- Upgrade to the latest release of Embrace, implement new modules and take advantage of the latest technological advancements.
- Implement an ERP System in two of the Group Companies within a limited budget and tight timeframe.

"Our Embrace end-to-end business solution met and continues to meet all these challenges. T & C have been using Embrace for 17 years and in that time, Embrace has adapted to and catered for very different and changing needs." – Annette de Klerk (Business Analyst T&C).

The Solution and Benefits

T&C have many principals and customers, all of whom require their information submitted to their specification. To achieve this they use Embrace Electronic Data Interchange, which is also used for customer orders (e.g. Shoprite, PnP, WoermannBrock). *"Dealing with high order volumes without increasing staff numbers, we rely heavily on automated processes. Embrace EDI forms an integral part of this.*

EDI in Embrace is very strong. The orders fly through! We have received compliments from many of our principals and customers," continues Annette de Klerk.

"Our Export Distributors were required to download their monthly Sales onto a web portal, to give Management access to live data, for reports. Data received from T&C's Embrace System was flawless, timeous, accurate and in workable formats." Roy Hodgkinson, Director – General Manager SA Exports, SC Johnson.

"Our mission is to pioneer cloud-based information solutions in partnership with our clients, to help them measure their performance in the retail markets of Sub-Saharan Africa. Our project required the extraction and analysis of invoice level data from T&C's ACS-Embrace system, to a specified file format. Data quality was clean, easy to work with and the automation of the extract has reduced turnaround time and resource on a monthly basis. It has been a pleasure to work with the T&C team in conjunction with ACS Embrace." -Gavin Mandel - Operations Manager – Data Orbis

Embrace met the challenge of implementing a paperless Warehouse Management System for T&C's 3 Warehouses and in January 2011, without any paper back-up or picking slips, the first warehouse went live, successfully. Warehouse staff, including the pickers, were involved in the project, which ensured their total buy-in. Scanning made a huge difference and the benefits were immediate. Stock counts which used to take 2.5 days, now take only 4 hours, before checking variances!

"Our stock shrinkage reduced by 74% within the first six months of implementing the Embrace Warehouse Tracking System. This was after our wall-to-wall half year and annual audited count. By June of this year our shrinkage reduced even further!

Quinton Mentor, Distribution Operations Manager – T&C Trading.



"It is easy to bring in a temp to pick as limited training is required and they are productive immediately. They simply follow instructions on the scanner." — Annette de Klerk

T&C went live in 3 other smaller warehouses, where additional improvements were noted, including better control and procedures, personnel efficiency and cost savings, especially on stationery, due to the paperless environment.

Following this success, the most challenging WMS implementation was done at National Cold Storage (Matador Enterprises), in August 2012, where different freezers with different temperatures are catered for.

"Since going live, we have not looked back and keep going forward with great success. Full stock counts are much easier and quicker, while stock is picked faster and more accurately than in the past. In short, the Embrace WMS implementation has increased the warehouse productivity, given us much better control over our stock and reduced shrinkage. The bulk storage has been set up to operate on a FIFO system that has worked really well and our return on investment has been huge!" Stefan Pretorius - Operations manager –Matador Enterprises.

Last year T&C upgraded to the latest release of Embrace and implemented additional Embrace Modules, throughout the Group. These included the fully integrated CRM, Telesales, Routing, Workflow, Output Management and Cashier modules, all of which are already saving time, saving money, improving efficiency, improving productivity and helping T&C ensure exceptional customer service.

Following the upgrade, there was a requirement to replace existing ERP Systems in two other Group Companies, where changing and growing needs were no longer being met and management did not have access to the necessary information to make informed business decisions. After investigating alternative solutions and finalising the Needs Analysis, there was no doubt that Embrace would be an exact fit – for both companies!



The first, Caterplus Namibia, a Bidvest Namibia Group Company, implemented Embrace within 4 months, on time, in budget and went live in November 2012. *"When converting from our existing ERP System, the Embrace Project Team and Consultants gave us complete cooperation and we could always rely on their flexibility, efficiency and courteous service to complete the project on time. In 10 months we have already experienced exceptional improvements by taking advantage of the quick, accurate, real-time reporting available in Embrace. We have full visibility of the daily and monthly financial situation of the company, in the format we require and all sales and business related issues can be addressed immediately."* - Sandra du Toit, Finance Manager – Caterplus Namibia.

The following benefits have already been noted:

- The security and levels of authorization that Embrace offers allows for the necessary segregation of duties and keeps an audit trail of all transactions done.
- Being able to drill down further into source documents without having to search for and view the physical document, saves a lot of time.
- The automatic "on hold" of accounts over their credit limit or credit terms has ensured better control of the debtors book and increased cash flow.
- The non-inventory purchase orders, created on Embrace, enables the accrual of costs during that specific month, ensuring that there are no more manual

summaries on outstanding manual purchase orders.

- The integrated Shipment module has relieved the time consuming manual calculating and costing of products.
- General Ledger functionality, including Monthly Standard Journals, Accrual Journals and Electronic Budget uploads has ensured accuracy and saved a lot of time.
- All statements and invoices are being emailed directly from Embrace, as opposed to being printed and manually faxed or mailed to customers and suppliers. This equates to enormous time and cost savings.
- The Embrace Cashier System has reduced the debtors' workload, as transactions can be done by the cashier there and then. With the online receipt issuing, all cash receiving is immediately accounted for on the system and the Deposit Slip for the bank is automatically printed.

"The depth of information contained in Embrace is endless. I have never been unable to meet a request for a report or process to meet particular needs," adds Annette.

Pro Trade joined the Bidvest Namibia Group in March 2013, moved off their existing ERP system and were brought onto Embrace within a month, going live on the 1st June 2013, a full month ahead of schedule and the start of their new financial year.

"Because Embrace is so flexible, functionally rich, easy to implement and use, this entire implementation was done in record time. All our needs were met and we went live without any formal training and minimal disruption to our business. Managing the business is a lot easier as we are able to quickly identify and address problem areas." - Annette de Klerk

T&C in SWA currently have 156 concurrent Embrace users on a central server. *"To get something up and running on Embrace is really quick and easy!"* adds Annette de Klerk. *"If Hardware and Data Connection are available, we can*

add a Depot or Branch and they can start trading within half an hour. It is also really easy to set up and we are able to add new trading entities ourselves."

The auditors were most impressed with how easy it is to use Embrace and access all the information, in the required format, themselves.

"The entire audit team of Deloitte, involved in the T&C audit, worked on the Embrace system. We had our own workstation, with a unique username, password and read-only access to the system. We found Embrace to be user-friendly and staff did not need much training to work on the system. The Kardex functionality was especially useful when testing the inventory and sales sections. Being able to access the client transactions and extract information ourselves, helps us place more reliance on the information and reduces our interaction with the client staff. Another handy tool is the ability to extract custom made reports, such as a summary of all sales transactions, for the first month after year end, etc. The GL Enquiries pathway was useful in guiding us to the transaction detail while the Embrace drill down function allowed us to make selections for testing." Manie Slabbert, Audit Senior, Deloitte & Touche, Namibia.



U2 How2 High Availability Highlights

- U2 is highly economical with system resources and can run on significantly less hardware than comparable Relational Database Management Systems (RDBMS).
- ERP systems, being bulk transaction processors benefit when putting the emphasis on i/o performance when configuring systems.
- U2 is very economical with memory use and excess memory can be used for disk i/o buffers.
- Once a record has been read, it remains in the disk i/o buffers (memory) until that memory is required for something else, so having huge amounts of spare memory can make your U2 system run like lightning with frequently accessed data never having to be read from disk after the first read of the day.

System Performance with the U2 Database

Workgroup recently hosted a "U2How2 High Availability" workshop, presented by Steve O'Neil from Rocket Software in the US. The workshop highlighted some important points regarding system setup and configuration in order to maximize performance from the U2 database. Some of the recommendations presented include:

Virtual Servers

It has always been recommended that U2 be deployed on a dedicated server. U2 is highly economical with system resources and can run on significantly less hardware than comparable Relational Database Management Systems (RDBMS), however, the way it uses the system resources is different to certain other RDBMS and applications. By sharing a system with other RDBMS or applications, major conflicts can occur that significantly debilitate both U2 and the other systems. The conflicts are especially true regarding the disk access.

In a virtual environment, all the resources are shared between the different virtual servers hosted on a single hardware server, which means processor, memory and most importantly disk i/o are shared.

Furthermore, virtual servers create an extra layer of interface between the physical hardware and the application. The effect of this is a loss of performance of up to 30% compared to a traditional dedicated server. So even if the U2 server is the only virtual server being hosted on one hardware server, there is still a loss of performance compared to a non-virtual environment. For this reason, virtual servers are not recommended in a U2 environment.

When it comes to processing power or memory, this is easily mitigated by adding faster processors with more cores and adding extra memory, however it is much more difficult and expensive to increase disk i/o performance as most medium systems are already configured for maximum i/o performance.

The following systems should never co-exist on the same server or hardware as a U2 database:

- Exchange Server
- Microsoft SQL Server
- Other Relational Database Management System
- Microsoft Office Server

Configuring Disk Sub-Systems

ERP systems, being bulk transaction processors, are by their very nature i/o bound, so putting the emphasis on i/o performance when configuring systems, is of paramount importance. SANs or network disks that are shared by other systems are also not recommended. The best systems have many high

speed 15k SCSI local disks or solid state disks attached to a high performance Raid Controller, with as much dedicated cache memory as possible and configured in a RAID 10 configuration (striped data that is mirrored). Other raid configurations, especially Raid 5, are not recommended for any RDBMS, especially U2, as they actually slow down performance. Where possible at least 2 raid controllers should be installed on the server. The operating system, programs and paging should be on a different controller and disk array to the U2 RDBMS data.

It is important to ensure that the stripe size configured on the raid controller is configured to match the default block size of the operating system. On a Windows system the block size is 2k.

If this is not done correctly upfront, it means a complete rebuild and reinstallation of the server later.

Memory

U2 is very economical with memory use, however the more excess memory the system has, the more it can use for disk i/o buffers. Today memory is very inexpensive compared to what it used to be, so having more is much better and affordable. Once a record has been read, it remains in the disk i/o buffers (memory) until that memory is required for something else, so having huge amounts of spare memory can make your U2 system run like lightning with frequently accessed data never having to be read from disk after the first read of the day. Five years ago 16GB of memory was considered huge, but today memory is affordable and will do much more for your system than other much more expensive solutions. Don't be shy to consider putting in 512GB of memory for a large system or 128GB for a medium system.

U2 File Sizing

It is really important that your U2 files are configured appropriately for the operating system, the amount of data in the file and the record size. An important parameter in U2 file sizing is the Separation. This is basically the group size in the file which should be 25% bigger than the size of the majority of individual records in the file. A separation





block is 512 bytes in size and the separation parameter should be a multiple of the operating system block size (2k for Windows, meaning the separation should be at least 4 for Windows). Configuring this correctly will avoid too many records ending up in overflow and slowing the system down. It will also avoid excess group locks. Remember to re-specify the LARGE.RECORD size when altering a Separation parameter. It is recommended that this be set to 80% if the group size.

Transaction files that are continually growing in size until they are purged, should be sized to the maximum size they are expected to reach before purging plus 30%. This

can be achieved using the minimum modulus setting. The syntax for resizing a U2 dynamic file is as follows:

```
RESIZE filename 30 minimum.modulus separation  
LARGE.RECORD 80% 64BIT
```

For example:

```
RESIZE EMB.ST 30 199999 4 LARGE.RECORD 80%  
64BIT
```

Summary

It is well worth spending some time setting up your system correctly. No amount of hardware can fully compensate for a badly configured system. Getting it right is not a highly technical or complicated process, and once setup correctly, your system will run for years with very little attention, however it will always respond gratefully to a little housekeeping from time to time. Please feel free to contact your ACS-Embrace account manager should you need advice or assistance in configuring your system. Our support staff will certainly be able to assist you and they are also backed up by the excellent technical resources at Workgroup and Rocket Software who are more than willing to assist.

Team Embrace TALK

Tribute to Erik Lutz

One of the saddest days in the history of ACS, was Sunday 25th August, when Erik passed away. Erik joined ACS in 1999 as an Analyst Programmer, in the R & D department, where he worked until June 2003, leaving to join Nampak. In 2006, Erik returned to ACS, much wiser and was appointed as Development Manager, headed up the development team and soon became popular with everyone, both in the department and the rest of the company. His calm, yet confident, reassuring and wise disposition, brought order and professionalism to the department whilst his wealth of experience, gained from previous positions, along with his BSc Hons degree, all helped to make him an effective manager.

Erik showed an exceptionally strong loyalty to ACS and was a shining light and example to us all. Although his workload was huge, the pressure always on, he managed to balance his life in a way that always made his family his priority whilst keeping his commitment to his job. When diagnosed with cancer in January 2012, he remained positive and totally committed to ACS. Every day that he was well enough, he spent working on Embrace and when possible, came into the office, much to the delight of us all. Laxmi, who shared an office with Erik and worked together with him running the department, was also a close personal friend and he made every effort to assist her in spite of his illness. Erik's strong spirit and positive attitude, in the face of extreme adversity, were an inspiration to us all.

Erik's contribution to Embrace will not and cannot be

forgotten as it is embedded in the code, in no small amount. He was involved in and supported all the modules of Embrace but made his mark especially strongly on the inventory, warehousing and fixed assets modules. But it won't be for this that he will be most remembered – it will be for Erik the person, Erik the man, and Erik our friend.



FAQ

Q: I have heard the term "WebSense", with reference to "links in Embrace". What does the term actually mean and what does it refer to?

A: "WebSense" refers to the ability for users to embed links in Embrace information, captured during transaction processing and accessed within enquiries. Typically stored in description, notes or user fields, links to network documents, web URL's and email addresses all become automatic hyperlinks, enabling the user to link directly to external information. "WebSense" supports links to web pages, documents, spread sheets, images, scans, etc. Try it - type www.embrace.co.za into an available field and click on the hyperlink.

Q: On which operating systems can Embrace and the Embrace Desktop be installed?

A: Embrace is designed to run on Windows, Linux and Unix platforms, depending on customer choice and operation requirements. The Embrace Desktop client application is designed for deployment only on a Windows client, or within a Terminal Services type client environment, particularly important where network stability can be problematic.

Last Word *embrace*TALK

Earth, the Water Planet is the only one in our solar system presently characterised and shaped by abundant liquid water — a necessity for life. This vital resource makes up 60% of the human body. A person can live no more than 4 to 5 days without water and we rely on it for drinking, cooking, bathing, washing clothes, growing food, recreation, industry and mining, as well as generation of electric power. Like the air we breathe, water is essential to our daily life.

"Water has no taste, no colour, no odour; it cannot be defined, art relished while ever mysterious. Not necessary to life, but rather life itself. It fills us with a gratification that exceeds the delight of the senses."

Antoine De Saint-Exupery
(1900-1944), *Wind, Sand, and Stars*, 1939

"Water is critical for sustainable development, including environmental integrity and the alleviation of poverty and hunger, and is indispensable for human health and well-being."

United Nations

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Outreach TALK

Keeping Ikhwezilokusa Home above Water



Dear ACS colleagues

Thank you ACS for what you have done for our Ikhwezilokusa Home. Things are happening at this home, because you, the people at ACS, have adopted us! On behalf of Ikhwezilokusa Home, I want to thank you very much for the support you give people who will never thank you or invite you into their home or life. You open your hearts to us and want nothing in return. Now we can fly! We can sleep soundly at night, knowing that ACS is there for us.

When we needed a fence to separate the calm children from the psychotic children, ACS provided. When we needed to replace our broken and leaking roof, ACS again provided. You, ACS have given us clothes, groceries, party treats on special occasions, bedding and most importantly – food, when there was no money, as the Department often falls behind in paying our grant.

You embarked on a "tree planting project" with us and supplied everything – shade trees, fruit trees, even the



compost. You involved us all, told us about the trees and taught us how to plant and nurture them. We all enjoyed a working picnic – the children, the caregivers and ACS staff, all working together. It was a fun, enjoyable, fruitful day for all of us and for this we thank you.

The Department pays us very late, often not in time to pay our bills, especially gas, water and electricity. The Municipality has previously suspended our water and electricity and then charged us a reconnection fee, which we could ill afford. This is an on-going threat, hanging over our heads, which causes stress and anxiety and makes it difficult to look after those in our care.

Now, in answer to our prayers, you have given us – Water! With our very own borehole! This was our greatest need but we had no idea how we were ever going to achieve it.



You have given us new giant Water Tanks and the certainty that every time we turn the tap on, water – free water – will gush out. We will never again have to pay for water and the money saved here will be put towards paying for gas and electricity.

The Department has been amazed at what we have achieved!

We thank the spirit in you.

Sincerely

Lillian Dyarvane, Project Director/Founder



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