



://hind-smith.com

Technology and Project Management



Toronto ■ 5429 Dundas Street West 2nd Floor, Toronto ON M9B 1B5
Oakville ■ 2156 Glenfield Road, Oakville ON L6M 3S6
Contact ■ tel: 416.234.6406 tollfree: 866.892.1727 fax: 416.231.0311
www.hind-smith.com / info@hind-smith.com



*Partnering with our clients to deliver
intelligent solutions since 2001*



FileMaker 15 Platform
Transform your business

New versions for iPad, iPhone, Windows, Mac, and the web

NEW!



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Services

TECHNOLOGY MANAGEMENT

Application Development

We develop custom applications driven by the specific needs of our customers. Our process is to:

- Work with our clients to clearly define the business objectives of what they want to achieve
- Create a project plan that addresses the defined objectives
- Begin the process of programming the software
- Hold several meetings to demonstrate the software development in progress so that the client is comfortable
- Beta test completed software with a select group of users
- Perform modifications that become apparent from the beta testing
- Create user documentation
- Train users
- Support the software on an ongoing basis

Applications we've created include:

- Integrated docket systems for the graphic and advertising industries
- Estimation systems
- Software for the publishing industry
- Web-enabled content management systems
- Inventory systems
- Integrated systems for the promotional products industry
- Project management systems
- Invoicing modules
- Pharmaceutical industry applications
- Call Centre applications
- CRM systems
- Packaging industry software
- Land management systems for the pipeline industry

Services

TECHNOLOGY MANAGEMENT

Onsite Support and Development

Our clients often have mature FileMaker or SQL applications that have been running for years, but need some professional development to keep them current. We believe that the best way to properly enhance these types of applications is to have one of our team members onsite to work on the software. It allows us to immediately ask the business questions required to do a proper job, and permits our clients to continue using the software without interrupting their business flow.

Our project managers conduct regular onsite scoping sessions to ensure that the delivery of the project is kept on schedule and to our clients' expectations.

eCommerce

We specialize in creating eCommerce applications that use FileMaker as the database back end. If you'd like to have a powerful eCommerce site where orders flow directly into a user-friendly FileMaker database we can help.

Web Enablement of FileMaker Databases

Often our customers have information in a FileMaker database that they'd like to make searchable and/or publish to the web. FileMaker is a great way to instantly change information on your website without actually programming HTML. Imagine a FileMaker database where you can change any information (text and images) and have that change reflected instantly on your website. This type of content management allows our clients to change their website themselves as often as they like to keep it fresh without incurring ongoing programming expense.

Training

We perform onsite FileMaker training. We are able to tailor the training so that it is wrapped around actual FileMaker software that our clients are currently using, making the training hands-on and practical to their particular business.

Upgrades

FileMaker 8 was released in the spring of 2005. Many of our clients are still running FileMaker versions 3, 4, 5, 6 and 7. As operating systems continue to be developed (Mac OSX, Windows XP), these older versions will gradually not work. We can help make the migration to version 8 a straightforward process.

FileMaker and SQL Integration and Migration

Some of our customers are using SQL for enterprise functions but want to retain the ease of FileMaker for others. We can help bridge the gap between FileMaker and SQL to ensure that you can transfer information back and forth in real time so that your firm retains the best of both worlds.

Database and Web Hosting

Several of our clients have multiple offices or want to support people working at home by giving them real time access to FileMaker databases. If your organization doesn't want to set up and support a FileMaker server that provides access to the outside world, we provide this service for a reasonable monthly charge.

Services

TECHNOLOGY MANAGEMENT

Database and Web Hosting

Several of our clients have multiple offices or want to support people working at home by giving them real time access to FileMaker databases. If your organization doesn't want to set up and support a FileMaker server that provides access to the outside world, we provide this service for a reasonable monthly charge.

Complementary Disciplines

Our growing team of 8 programmers and project managers. Each member brings extra disciplines, including accounting, networking, MS-SQL, Macintosh OSX, QuickBooks, ColdFusion, ASP, Windows Server, Microsoft Exchange, Lasso, and other skills sets so that we can work comfortably in complex technical environments.

PROJECT MANAGEMENT

- Scoping, schedule development and responsibility assignment
- Project documentation
- Communicating, monitoring, controlling and modifying project schedule

Process Development

- Analyzing processes and systems
- Optimizing, documenting and training of new processes

Supplier Management

- Sourcing
- Negotiating
- Coordinating/managing

Quality Control

- System review and documentation
- Proof reading and editing
- Consistency checking of content and format

Administration of:

- Surveys
- 360° Reviews

Clients

Ombudsman Ontario (Toronto, ON)



hind-smith.com has launched the Case Management System (CMS) for Ombudsman Ontario. The Ombudsman of Ontario is an Officer of the Provincial Legislature who is independent of government and political parties. The Ombudsman's job is to ensure government accountability through effective oversight of the administration of government services. Developed in FileMaker 9 over the course of 18 months, the CMS system created and supported by hind-smith.com is used by 75+ staff at the Ombudsman and will intake all complaints and inquiries from citizens of Ontario. These transactions will be used by the investigations and resolution teams at Ombudsman to resolve issues and provide summary trend analysis.

NOW Magazine (Toronto, ON)



NOW Magazine, Toronto's weekly news and entertainment voice with weekly circulation of over 110,000 copies selected hind-smith.com to create a listing management system for their art, music, stage, film, and food sections—as well as their Guides. The software allows editors to enter and manage information about various listings quickly and intuitively. Once the listing has been accepted, the system interfaces with Adobe In Design to export the data directly from the FileMaker application so that it is formatted and print ready for publication. At the same time, the web edition at www.nowtoronto.com will pull and format the same information into the ColdFusion driven website.

Archives of Ontario (Toronto, ON)



We built an interactive section of the Archives website to show legacy television footage from the 1950s of London television station CFPL. The footage was converted to Flash and had to meet all the government accessibility and branding standards. You can view our work here:

<http://www.archives.gov.on.ca/english/on-line-exhibits/cfpl/index.aspx>

Canadian Association of Insolvency and Restructuring Professionals (Toronto, ON)



CAIRP is the national professional organization representing 887 general members acting as trustees in bankruptcy, receivers, agents, monitors and consultants in insolvency matters.

We have enhanced and support their registration and educational (NIQP) systems.

Canadian Film Centre (Toronto, ON)



Founded by Governor-General Award recipient and Academy Award®-nominated filmmaker Norman Jewison, the CFC opened its doors in 1988 as a film training centre and has grown into Canada's largest institution for advanced training in film, television and new media.

We created an integrated system in FileMaker that allows them to manage contact related activities including communications, applications, submissions, interviews, festivals and many more.
HOC

Liaison College (Hamilton, ON)



Ontario's largest trainer of chefs and cooks with 10 franchised locations. The head office and each location uses of software for schools to manage their courses, students, and financials. The software is hosted at our data centre in Etobicoke, meaning that we can support each office in real time.

Advanced Cosmetic



We are creating a full medical practice management system for this Cincinnati based cosmetic surgeon. The system includes marketing, scheduling, image storage, patient medical information, inventory, and invoicing.

Clients

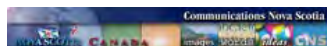
NXNE (Toronto, ON)



Toronto's North by Northeast Music & Film Festival and Conference (NXNE) chose hind-smith.com to create and support the festival artist, venue, registration and scheduling system. The application allows the program managers and operations staff to select and schedule the over 500 bands spread among 50 venues in Toronto, and subsequently register the 70,000 attendees attending the festival.

The system also interfaces the myNXNE website <http://nxne.com/music/schedule>, a unique online feature activated to coincide with the lineup announcement. Fans can log on, listen to MP3s from NXNE bands, choose the shows they want to see, and create a schedule for themselves.

Communications Nova Scotia



Communications Nova Scotia (CNS) is the central communications agency for the government of Nova Scotia. CNS was formed in 1996 and includes communications planning and support as well as production services. hind-smith.com was contracted by the province to create a software solution that would:

- Standardize and simplify the storage and retrieval process of project related information.
- Set project tracking guidelines.
- Increase the ability to share project related components.
- Facilitate a method of charging for the re-use of project components.
- Establish common business processes for billing and invoicing.
- Increase project cost recovery.
- Enable agency wide statistical and management reporting.
- Improve access to project related components.
- Integrate with the province's SAP system

PiMedia



As part of St. Joseph Content, one of four platforms within St. Joseph Communications, Pi Media delivers hybrid, enterprise solutions that integrate their content creation resources with print, documents, and media.

We built their docket and workflow management system that controls their day to day and management activities that includes estimation, scheduling, revisions, production reports, and invoicing.

Got My Kids



We created an online ad management system for this publisher of children's magazines. Advertisers are able to submit and proof their ads online, with the system collating all the ads and outputting a print ready 300dpi PDF.

George Cedric Metcalf Charitable Foundation



The George Cedric Metcalf Charitable Foundation was established in 1960 and is focused on distributing grants in three specific areas:

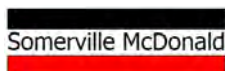
- Sustaining the vibrancy of the professional performing arts.
- Ensuring the ecological integrity of our natural and working lands.
- Improving the quality of life and opportunity for low income communities.

We have created an integrated system in FileMaker 8.5 that will ties together contact management, email and print correspondence, grant information and process, payments, with a connection to their accounting system.

Clients

Somerville McDonald

Somerville McDonald is the alignment of two organizations to address and realize synergies in the electrical distribution construction industry. We built them a Work Management Database (WMD) that was remotely accessible, contained robust reporting functionality, expandable and versatile enough to address the changing needs of new contracts and clients in FileMaker 8.5.



Innovation Insights

Innovation Insights is an arm of the Canadian Manufactures & Exporters. Their mission is to work with firms that have best practices and invite other firms to tour the host firms, providing an exceptional day of learning and include an interactive best practice presentation, networking session and plant tour.



We are supporting and enhancing the FileMaker based application that registers and coordinates all event activities.

Sugino Studios

We built this firm an enterprise system to manage their Film and Still photography studio. The system estimates (very complicated for the film side), production, call sheets, purchase orders, and invoicing.



Heart & Stroke Foundation of Canada (Ottawa, ON)

Heart and Stroke Foundation of Canada (Ottawa, ON) a national voluntary non-profit organization whose mission is to improve the health of Canadians by preventing and reducing disability and death from heart disease and stroke through research, health promotion and advocacy.



The Works

Established in 1986 and based in Toronto, The Works is a full-service corporate communications studio. At home in print and online, their award-winning annual reports and corporate Web sites demonstrate their strengths in graphic design, Web design and investor relations.



We create their docket system that controls all aspects of business development, estimation, production, and invoicing.

We are building a docket system to control all facets of their print production operations so that print projects are budgeted, produced, and distributed in a controlled manner.

Brandhealth

We helped this Peterborough based ad agency convert their FileMaker 6 system to FileMaker 8.5 and ensured that they had proper ongoing technical support for their network.



Bruce Mau

Bruce Mau Design (Toronto, ON) collaborates with some of the world's leading architects, artists, writers, curators, academics, entrepreneurs, businesses and institutions. Since its inception in 1985, Bruce Mau Design has gained international recognition for innovation across a wide range of business and cultural disciplines.



The firm is collaborating with a New York design company on their latest publication. We have built a web based collaboration tool so that the research information and images that will eventually comprise the book can be collated, shared, searched, and edited in real time.

Clients

Inform Group



Inform Group (Toronto, ON) is a communication firm that specializes in helping government and public agencies formulate and deliver strategic messages.

We work with the company to supply web based database technology to support the electronic marketing projects they deliver to their clients.

The Sony Store



the Sony Store (Toronto, ON) is the retail arm of the electronics and entertainment giant. In partnership with the strategic marketing firm Interfusion, we provide the back-end services to support their emarketing initiatives. From database management, email marketing and tracking, hosting of the Sony Store Pulse website (www.thesonystorepulse.ca), and various other services, we help provide strong ongoing communications with their customers.

Camp Oochigeas



Camp Oochigeas (Toronto, ON) Camp Oochigeas is the only camping facility in Ontario that offers chemotherapy treatment onsite. This unique aspect allows children who are on treatment, as well as those who are not, to attend Camp Ooch. We support their legacy FileMaker 6.0 system and have improved their network and backup infrastructure.

Riddoch Communications



Riddoch Communications (Toronto, ON) is a multi-disciplined design firm with clients in a variety of industries. We are building the firm a docket system to handle estimations, requests for quotations, production, and invoicing.

Interfusion



Interfusion (Kleinberg, ON) is a strategic marketing firm with blue chip clients around the globe. We partner with them to provide emarketing solutions for the Sony Store.

Marlow International Ltd.



Marlow (London, UK) is one of the largest promotional product companies in the world with 500 employees globally.

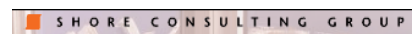
We are programming their FileMaker-based, web-based catalogue system to support their relationship with FIFA and the upcoming World Cup 2006. End users will include staff at Coke, FujiFilm, Yahoo, and other global brands.

Camp Kirk



Camp Kirk (Toronto, ON) was established in 1993 as an overnight camp for boys and girls aged 6 to 14 years old who have learning disabilities. We support this non-profit organization's FileMaker based donation, contact management, and accounting system.

Shore Consulting



Shore Consulting Group (Toronto, ON) is a Toronto-based firm that specializes in Management, Technology, and Staff Sourcing services.

We helped them add compiled modules into their runtime FileMaker solution being provided to the Ontario government.

ArtofDisplay.com



ArtofDisplay.com (Mississauga, ON) is a full service exhibit house focusing on project management and show logistics.

We are building an enterprise system in FileMaker 7 to handle all facets of their business including sales force and docket management and invoicing

Clients

Ketubah Ketubah



Ketubah Ketubah (Toronto, ON) is an on-line gallery and shop specializing in Jewish marriage Ketubot and other Judaica. We are bridging their in-house FileMaker system with their online e-commerce site built in ASP.net, giving them the best of both technical platforms. As well, we provide overall network and other IT support.



krplink

krplink (Toronto, ON) is a professional services firm specializing in Integrated Brand Marketing Communications. To support the firm's conference and event practice, we created a web-based registration and reporting tool for them, helping them win new business.

The Community Association for Riding for the Disabled



C.A.R.D. (Toronto, ON) improves the lives of children and adults with disabilities through quality therapeutic riding programs. We support this non-profit organization's FileMaker based donation, contact management, and accounting system.

Wellspring Pharmaceutical



Wellspring Pharmaceutical (Oakville, ON) is a pharmaceutical company that develops and markets niche products licensed or purchased from major pharmaceutical companies. hind-smith.com rewrote a series of FileMaker applications that control the manufacturing and packaging processes at Wellspring.

Foreign Service Examination and Career Counselling



FSECC (Ottawa, ON) helps individuals prepare for a position in the public and private sectors.

We built and host three ecommerce sites for them. The databases are built on a FileMaker platform, allowing our client to easily view and fulfill orders the instant they are submitted. You can view one of the sites at www.foreignserviceexamprep.com.

LOGOSBRANDS



LOGOSBRANDS (Toronto, ON) is an integrated, full-service design house.

We have helped them rewrite their estimation and docket control systems in FileMaker, and created a completely new web portal so that clients could view real-time updates to their projects.

StudioType



StudioType (Toronto, ON) is a creative design studio with several large automotive clients. We built a docket and invoicing system to help them properly manage their workflow and analyze costs.

Stash Media



Stash Media (New York, NY) produces a monthly DVD magazine for animation, VFX, and motion graphics. We supply Stash with FileMaker hosting services so that personnel in New York and Vancouver can share their FileMaker databases without the expense of setting up their own IT environment.

Clients

Colour Innovations



Colour Innovations (Toronto, ON) is a full service printing facility offering Digital Photography, Scanning and Retouching, Film Output, CTP (Computer-to-Plate), DAM (Data Asset Management), and Multi-colour Lithography services.

We worked with and enhanced their existing FileMaker system to help the sales team create RFQs (Request for Quotations) consistently and quickly so that the estimation team could turn them around quickly.

Sun-Canadian Pipeline



Sun-Canadian Pipeline (Waterdown, ON) is a subsidiary of Sunoco that runs a pipeline throughout the southern Ontario corridor.

We upgraded their FileMaker systems from v3.0 to 6.0, and provided user and advanced training to their team.

DSC



DSC (Toronto, ON) is a leading supplier of intrusion alarm products to the global security industry. We provide DSC with FileMaker training and support services.

Clinical Pharmacology Services



Clinical Pharmacology Services (Tampa, FL) performs clinical research, patient care, consulting, education, and legal consulting in the pharmacology arena.

We helped CPS migrate an Outlook-based Legal Case Database into a robust FileMaker solution, providing support and consulting services.

Canadian Scholar's Press



Canadian Scholars' Press (Toronto, ON) provides instructors at the post-secondary level with a wide variety of options in sharing material with students and colleagues.

We have helped CSPI consolidate various FileMaker and Windows address book databases into a single enterprise system, and streamline their print on demand system so that it is driven completely by FileMaker.

Crammond Dickens Lerner



Crammond Dickens Lerner (London, UK) is an up and coming European ad agency.

We built an integrated estimation, job bag, and invoicing system customized to their exact specifications.

Emond Montgomery Publications



Emond Montgomery Publications (Toronto, ON) serves the academic law and law-related community with outstanding texts, casebooks, and related legal teaching material.

We are integrating a FileMaker-based accounting system into their operations to control sales, inventory, and payables.

Songwriters Association of Canada



Songwriters Association of Canada (Burlington, ON) is dedicated exclusively to Canadian composers, lyricists, and songwriters.

We provide them with an IP network for database sharing, as well web enabling several databases so that members can check on the status of songs.

Clients

Aware Marketing Group

Aware Marketing Group (Toronto, ON) has been listed for five years in Profit Magazine's list of Canada's 100 fastest growing companies.



We provide them with onsite FileMaker programming resources to support their enterprise order entry, manufacturing, and import systems. Take a look at their website (www.aware.ca) to check out the web enablement of their catalogue we performed.

TelePartners



TelePartners (Toronto, ON) is a direct marketing and CRM company.

We provided project management services to launch a major new contract on behalf of a federal government agency.

Custom Specialties



Custom Specialties (Scottsdale, AZ) is an Arizona distributor of promotional based products.

We remotely repaired significant issues they were having with their databases without interrupting the day-to-day operations of the business.

White Dragon Media



White Dragon Media (Toronto, ON) is a preferred channel for buying television advertising in the People's Republic of China.

We support their website, email, and other Internet requirements.

The Canadian Centre for Occupational Health and Safety



The Canadian Centre for Occupational Health and Safety (Hamilton, ON) promotes a safe and healthy working environment by providing information and advice about occupational health and safety.

We helped them install and troubleshoot their FileMaker server running under Macintosh OSX.

Superior Computer Services



Superior Computer Services (Maple, ON) is an Ontario based software developer.

We have helped them build specific modules for software projects they are working on.

ADS Studio Productions



ADS Studio Productions (Brantford, ON) is fully integrated media production company specializing in state of the art creative audio design solutions from concept to completion.

We built specialized CD and cassette labeling modules for the company.

Faqtory



The Faqtory (Winnipeg, MB) is an full service advertising and creative agency. We are creating a complete business development, estimation, docket, and invoicing solution with real time integration with QuickBooks 2006.

Clients

Mississauga Living Arts Centre

Mississauga Living Arts Centre (Mississauga, ON) is a 225,000 square foot multi-use facility, which opened in 1997. The Centre has quickly become the home of arts and culture, and arts educational experiences within the greater Mississauga region.



We are supporting and enhancing their integrated FileMaker 6.0 based system that drives their core administrative activities.

International Brotherhood of Electrical Workers (Edmonton, AB)



We upgraded the Union's FileMaker 4 system to FileMaker 8, and host the application on our FileMaker 8 servers. This allows IBEW offices to open up the databases over the Internet without the need to run their own WAN enabled FileMaker Server.

Autumn Group

The Autumn Group (Markham, ON) provides strategic account planning and management, creative development, and pre-production services to their clients. We repaired, enhanced, and currently support their docket system that was unsuccessfully installed by a previous vendor.



First Choice Hair Cutters

First Choice Hair Cutters (Pickering, ON) is the dominant price value family hair care chain in Canada.

We have created a system in FileMaker 8.0 that collates sales data from over 50 of their franchise locations to provide consolidated management reporting and integration into their accounting systems.



Albern Home Improvements

Albern Home Improvements (Scarborough, ON) has been a premium door and windows supplier to consumers since 1955. After a lengthy due diligence process, they selected hind-smith.com over Microsoft Great Plains and Business Vision to build and support their technology platform. The system we have designed includes integrated sale force management, estimation, order entry, vendor management, purchase order, installation, and invoicing system for their business. The system is also designed to integrate in real time with QuickBooks 2006.



Q30 Design Inc.



Q30 Design (Toronto, ON) is a design consultancy that works with organizations to help define and communicate brands. We support their FileMaker docket and invoicing system, based on the Studio Manager package.

Moose Travel Network

Moose Travel Network is Canada's only national jump-on, jump-off adventure bus tour network for backpackers and independent travelers. Their guided adventure bus trips are designed to give our passengers a unique look at Canada.



We are supporting and enhancing their FileMaker based reservation system.

OAYEC



Through supporting the work of local youth employment centres across Ontario, OAYEC aims to help young people find and maintain meaningful employment that will help improve the quality of their lives.

We support their FileMaker based application that runs the association.

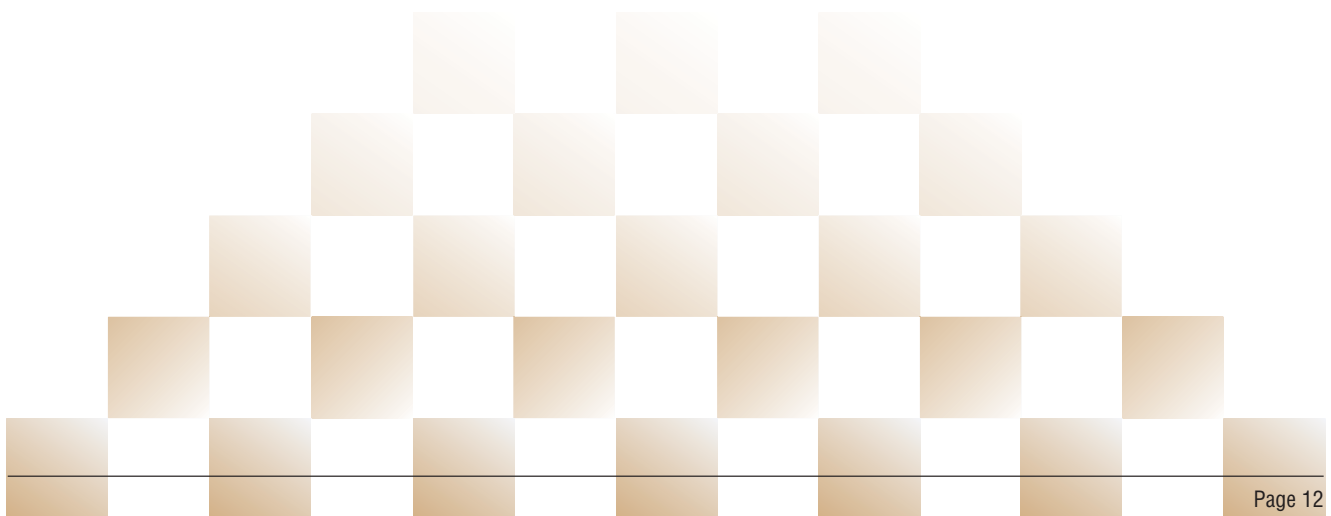
Clients

Real Estate Executives

Real Estate executives are the leading provider of current, accurate and detailed contact information on Real Estate Developers, Lenders, Retailers & Professionals in Canada.



We support and host their FileMaker IWP solution that end users listings from on their web browser.



People

DAVID HIND-SMITH: President

david@hind-smith.com

Bringing 10 years of senior management experience in the CRM industry. David formed hind-smith.com to deliver mature business solutions to the medium and large-sized market. David helps our clients solve their business challenges with practical technical and management solutions.

He has implemented full marketing, operations, and customer relationship programs for clients including Staples, Canadian Tourism Commission, Nortel, Borland, Danier Leather, Dell, Canon, Digital Equipment, AT&T, Canadian Securities Institute, SCO, and others.



LARINDA HIND-SMITH: Senior Project Manager And Managing Partner

larinda@hind-smith.com

Coming from a role as a senior project manager and operations director in the instructional design industry, Larinda brings the ability to manage large amounts of high-level detail and deliver associated projects to successful fruition under tight timelines.

With hind-smith.com, Larinda performs project management, process development, supplier management and quality control functions.



People

MICHAEL IAFRATE: Senior Programmer

michael@hind-smith.com

Michael has a Computer Information Systems degree with a Telecommunications option. He is fluent in languages including FileMaker, C, C++, Visual Basic, Cobol, and SQL; and ACD/PBX systems programming.

Michael implements complex FileMaker and Internet applications on behalf of our clients. Before joining hind-smith.com, Michael worked in the information systems departments of ISM and Kodak.

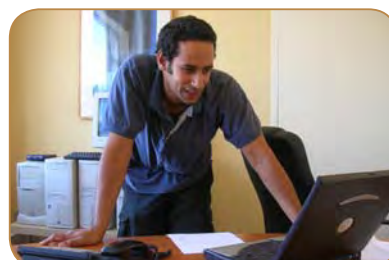


TIM BROWNE: Senior Programmer

tim@hind-smith.com

As a professional FileMaker programmer for the past seven years, Tim creates FMP and web enabled solutions for our customers.

Previous work includes FileMaker and web applications for the call centre and marketing industries.



PIA BANISTER: Project Manager

pia@hind-smith.com

As a Certified Management Accountant (CMA), Pia provides strong financial and project management skills to our clients. She has managed our clients in both the retail, political, and corporate sectors.

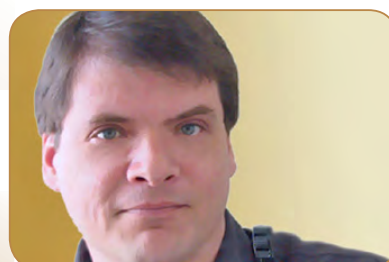


GARY BRUSANOWSKI: Senior Programmer

gary@hind-smith.com

Gary has been programming FileMaker for over 10 years and is the architect of our Utopian FileMaker modules. Gary has extensive experience in the printing and graphics industry having designed systems for firms like Artisan Complete (Canada's largest screen printer).

Other work includes FileMaker design for the Bank of Bermuda and numerous other firms.



People

BLAINE BONNAR : Senior Programmer

blaine@hind-smith.com

Blaine comes to us with over 12 years experience managing information technology departments in the promotional product and retail industries. As an experienced FileMaker and Macintosh guru, Blaine builds sophisticated applications for our customers.



COLIN MOHAMED: Project Manager

colin@hind-smith.com

Colin brings experience from the international call centre field and has led projects for us in the publishing, advertising, and film industries.



PETER DOERN: Programmer

peter@hind-smith.com

In 6 years as a professional developer, Peter has built applications in FileMaker Pro for a wide range of industries and brings a wealth of experience integrating FileMaker with other technologies like the web, DTP and operating systems.



PETER ROOD: Designer

rood@hind-smith.com

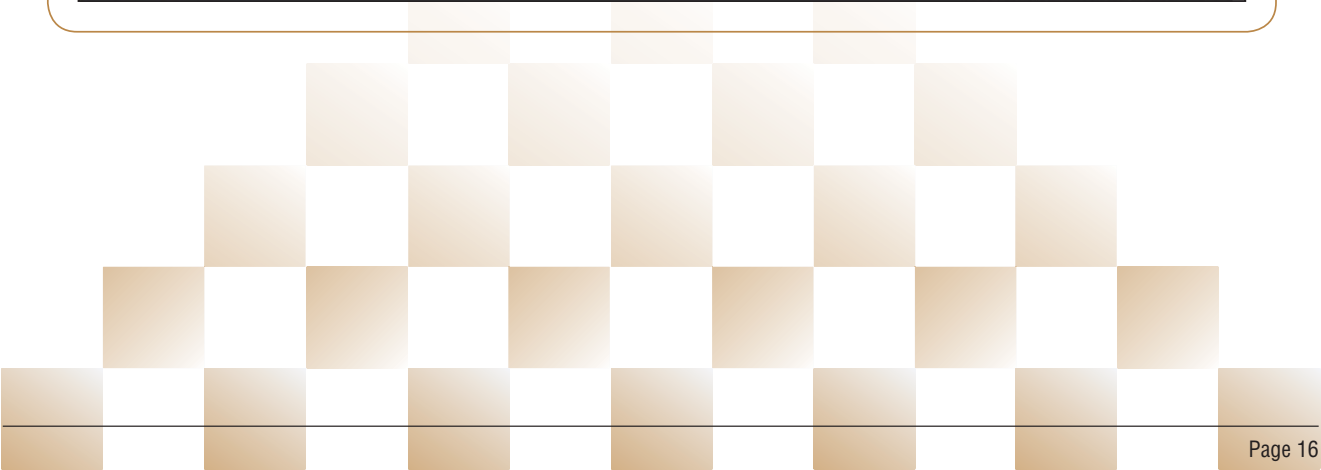
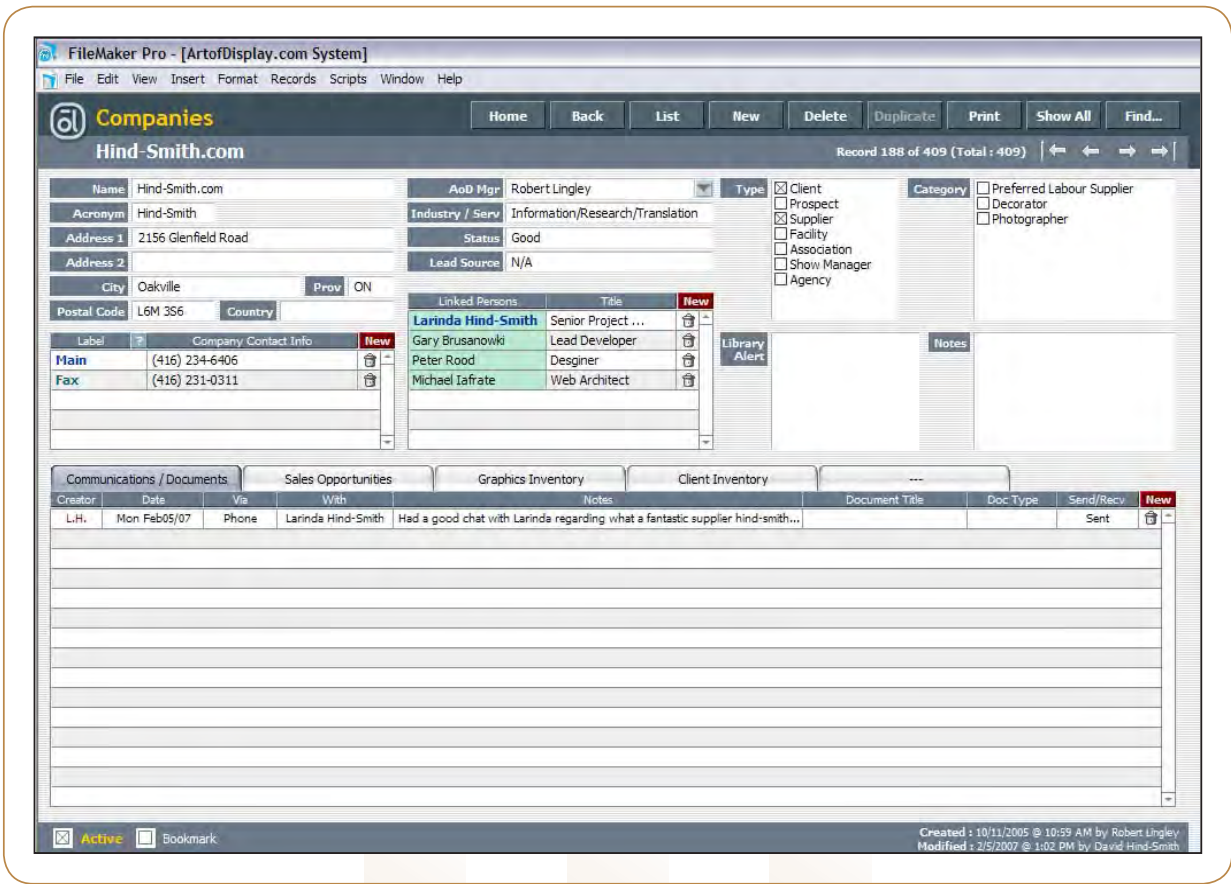
Peter Rood is a creative designer who graduated with honours from the Multimedia Design and Production Technician program at Humber College. Peter has experience in video production, photography, printing, graphic design, multimedia design and has worked for several years as the Senior Web/Graphic Designer at several corporations before joining the hind-smith.com team.



Visual Samples of Our Work

CONTACT MANAGEMENT EXAMPLE

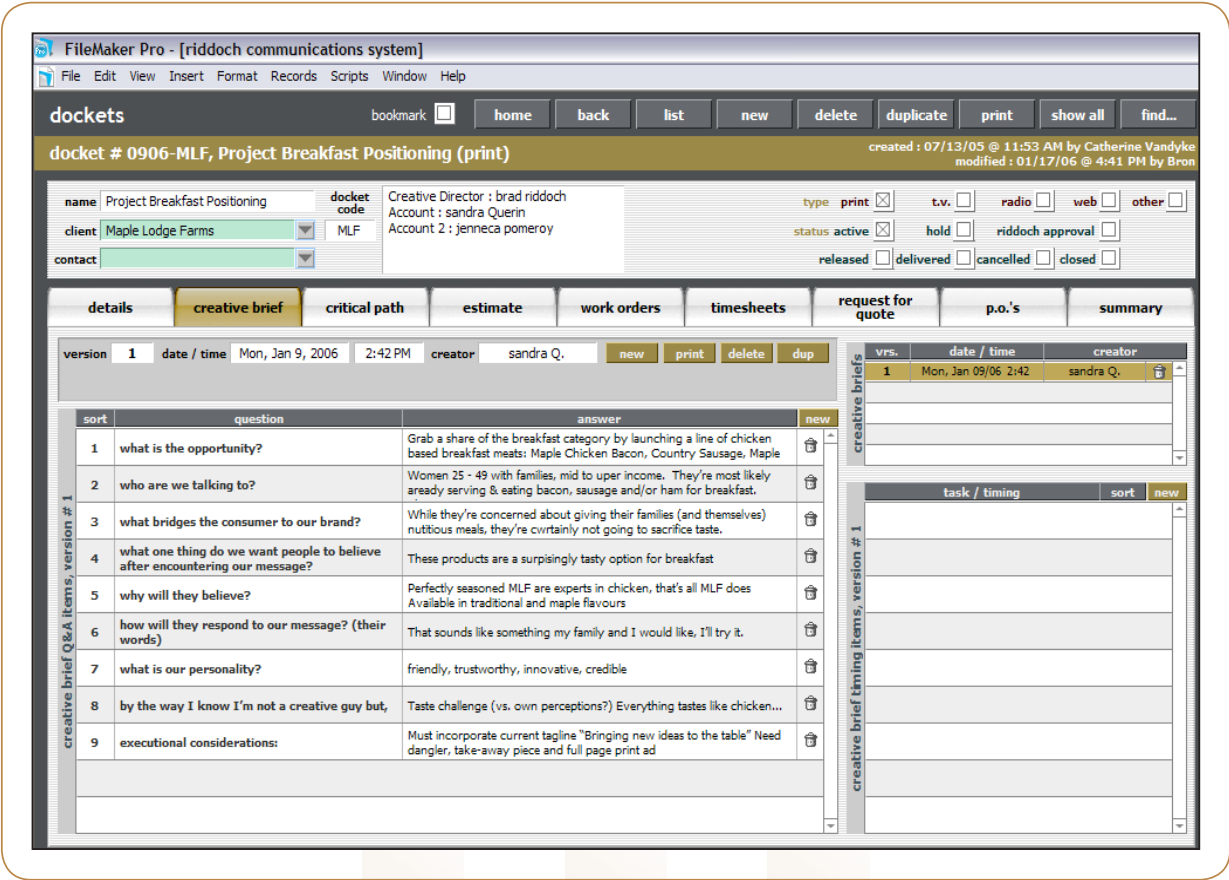
An example of a FileMaker 8.0 interface we created to handle companies, contacts, and communications.



Visual Samples of Our Work

DOCKET EXAMPLE

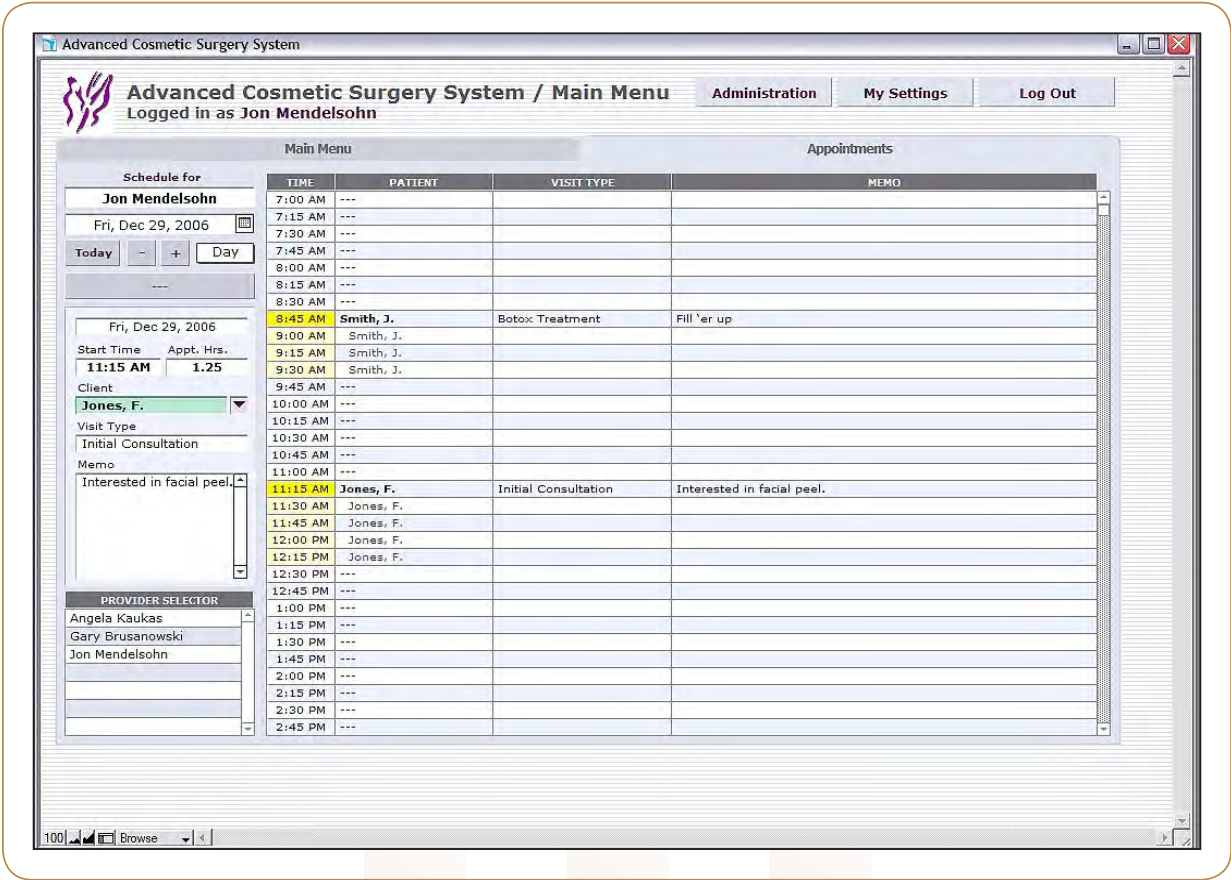
A tabbed interface we often use to manage large amounts of information without overwhelming the user.



Visual Samples of Our Work

NETWORKED CALENDAR EXAMPLE

'This is an example of a flexible calendar and scheduling tool we built for one of our clients in the medical industry'.



FOREIGN SERVICE EXAM PREP E-COMMERCE WEB EXAMPLE

An example of secure FileMaker e-commerce – both web and FileMaker interface examples.

Filemaker — Corresponding Back End

FileMaker Pro - [ForeignDB.fp5]

File Edit View Insert Format Records Scripts Window Help

Order Processing

973

Records: 973

Unsorted

**FSECC
SCSEE**

Foreign Service Examination & Career Counselling, Inc.
Service de Consultation pour l'Examen du Service ext rieur, inc.

Order Information

Order Processed
☐ Yes ☒ No
 Reference # 2771D49047H
 Ordering Website PSEP
 Order Date Sun, Feb 11, 2007

Client Info

Name David Hind-Smith
 Address 2156 Glenfield Road
 City Verdun Province/State QC
 Postal H4G2R8 Country CA
 Phone 416-234-6406
 Fax
 Email Address info@hind-smith.com
 Email Confirmation Sent Yes

CC Info

Card Type VISA Card Number 4000000000000000011
 Expiry Date (mm/yy) 11/08
 Name on Card Approval Code
 John Doe 028050

Order Info

Study Kit Qty.	1		0	Statement of Interest Qty.
Total	\$160.00		\$0.00	Total
Exam Tutoring Qty.	0		\$0.00	Statement of Interest US Qty.
Total	\$0.00		\$0.00	Total US\$
Interview Counselling Qty.	0		\$0.00	Resum�, Ltr & Application Qty.
Total	\$0.00		\$0.00	Total
Interview Counselling US Qty.	0		\$0.00	Recruitment of Pol. Leaders Qty.
Total US\$	\$0.00		\$0.00	Total
In-Basket Testing Qty.	0		\$0.00	Careers Counselling Qty.
Total	\$0.00		\$0.00	Total
SELEX Preparation Qty.	0		\$0.00	Presentation Qty.
Total	\$0.00		\$0.00	Total
				Other Pmt. Amount
Subtotal	\$160.00			
GST	\$9.60			
Total US\$	\$0.00	Total	\$169.60	

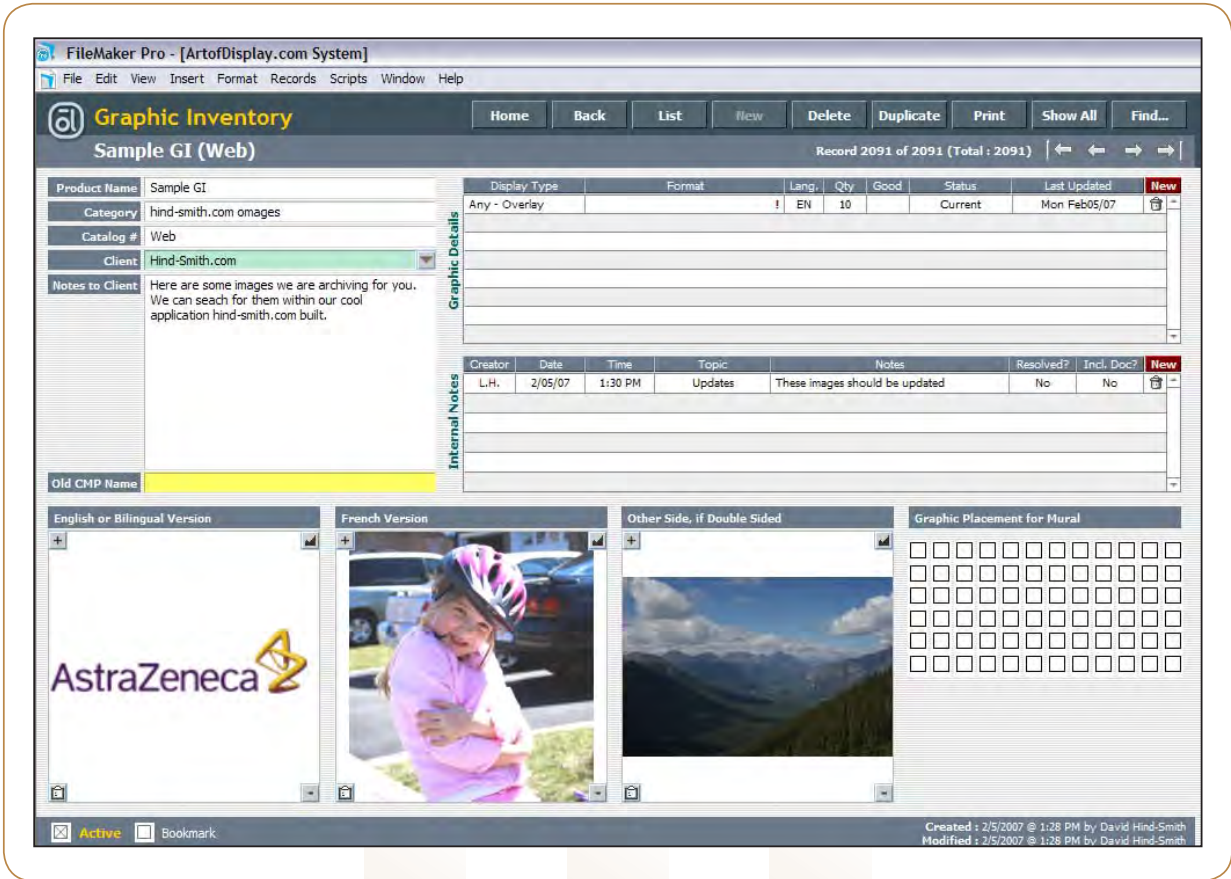
Study Kit Method of Delivery Canadian

Notes

Visual Samples of Our Work

GRAPHIC STORAGE EXAMPLE

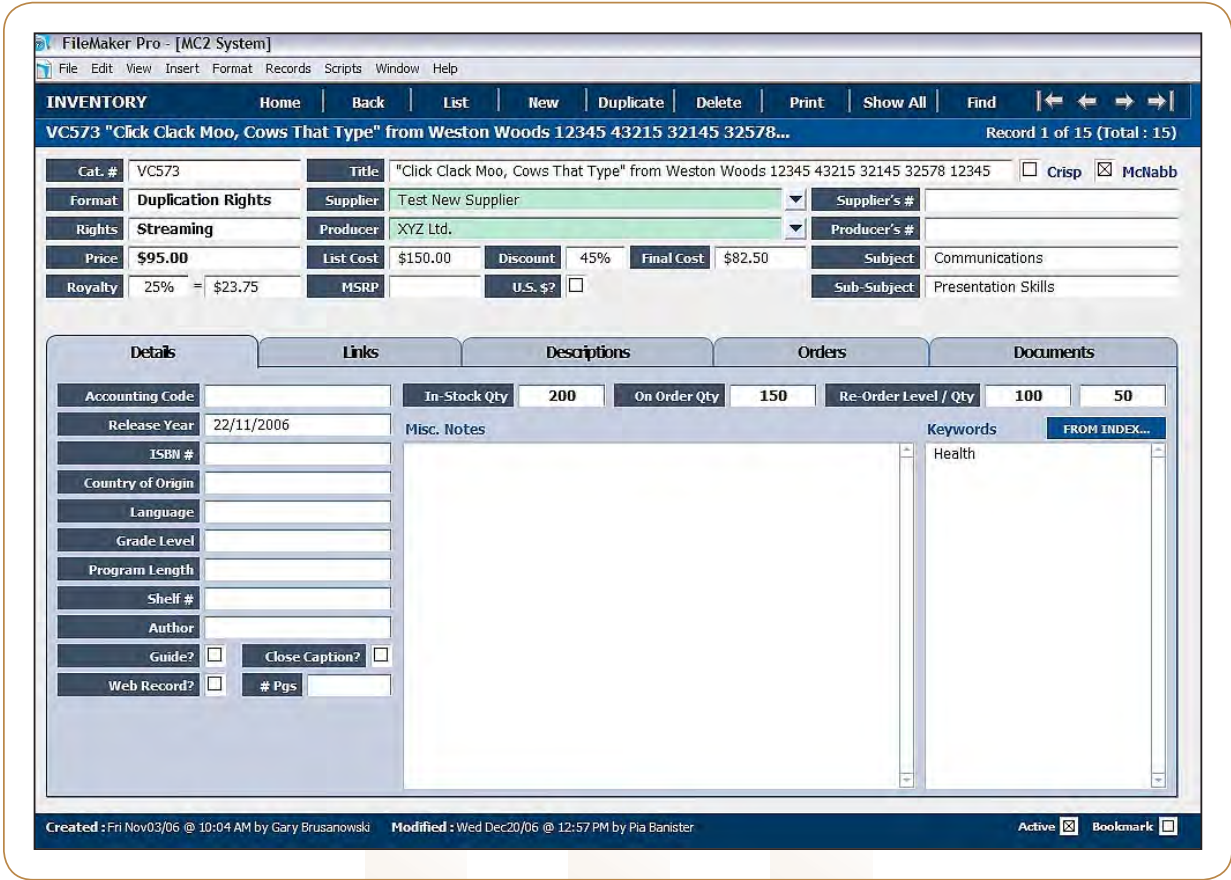
Our software allows you to store any type of image file. By describing the contents of each image, you can search for them long after a project has finished and you've forgotten what the name of the graphic file was.



Visual Samples of Our Work

INVENTORY EXAMPLE

This screen shot shows a complex inventory management module we built for one of our clients in the film distribution business. It holds complex and customized information about each product, has linkages to actual orders, and links to other related products.



Case Study



Ansell Publishing/Got My Kids

The Challenge

Ansell Publishing owns one of Canada's most widely distributed parent resource guides called 'Got My Kids', with over 1,000,000 printed guides being delivered to Canadian households in 2006.

One of the reasons for the popularity of the guide is that individual editions are published for local neighbourhoods, allowing advertisers to precisely target individual markets.

The challenge is that the production of the guide was taking large amounts of manual labour for Ansell to data enter listings from local advertisers that would often go through multiple revisions as advertisers telephoned or faxed in changes to their ads prior to the book going to press. A typical listing looks like this:

The Country Day School	13415 Dufferin Street, King City, ON L7B 1K5	(905) 833-1220	(905) 833-1664
Contact: Christopher White Ages: JK through Grade 12	admissions@cds.on.ca www.cds.on.ca	Hours: 8:00 am - 5:00 pm Average Class Size: 15	
We are committed to offering a superior educational experience that is sensitive to the needs of each student, enables learning and equips students for life.			

Imagine individual advertisers wanting to submit these listings via fax and phone and possibly revising them multiple times. Ansell was facing a logistical headache as the number of guides continued to grow.

The Solution

Ansell Publishing contracted hind-smith.com to provide a solution that would eliminate the majority of the manual work required to manage these listings. Ansell and hind-smith.com decided to implement a solution with two mandates:

- Allow advertisers to directly data enter and revise their own listings on the web, thus removing the load of managing thousands of individual ads from Ansell.
- Assemble print ready 300dpi artwork from the data automatically based on predefined layouts that Ansell defined.

hind-smith.com decided to use a combination of ColdFusion MX7 for the web portions and FileMaker 8.5 for the database and PDF assembly functions. ColdFusion is known as a powerful yet user

friendly way to deliver scalable web applications. hind-smith.com built a web portal in ColdFusion MX7 that allowed advertisers to securely submit and edit their ads as often as they liked.

FileMaker 8.5 was used as the database engine for two reasons. The first is that its friendly desktop client application allowed Ansell to easily tap into the database to watch ad activity and run reports in real time to see where ads were being placed.

As well, FileMaker has licensed Adobe's Acrobat engine as part of the FileMaker application. This allowed hind-smith.com to create programming that gave very granular control over PDF production directly from the FileMaker application. FileMaker was able to directly produce 300 dpi PDFs that were easily incorporated into the master guides making the Ansell design team's job much more efficient.

The Result

Ansell Publishing now has the proven infrastructure to expand the production of the guide into the United States, knowing that they have a cost efficient way of managing ads for a business that continues to grow.

Jeremy Ansell, President of Ansell Publishing says: 'Through the innovative system developed with hind-smith.com we have been able to reach several milestone accomplishments. Firstly we have reduced "human error" from our directory listings and placed the emphasis on the client to ensure the accuracy of data submitted. Secondly we have reduced the time to assemble our guides by over 50%, and as the products grow in size so will these production time savings increase'.

The management of this system, via FileMaker Pro 8.5, has enabled us to review client data submissions in real time, and share the reports with our franchisees so they can also check which clients have submitted and who needs to be chased up. This has further enhanced the value of the system and will become a valuable production assistant over time.'

Case Study



McNabb & Connolly Case Study

The Challenge

McNabb & Connolly is one of Canada's premier instructional video distributors and are leaders in the educational and corporate video markets. They are the exclusive distributor for the BBC's educational material plus another 30 global producers.

The company had built their own FileMaker-based system to handle inventory, orders, graphical images and customers. They wanted to be able to work on the database in their main and home offices simultaneously and use FileMaker to publish their information in real-time to their website so that customers could instantly find the titles.

The Solution

hind-smith.com performed a technical assessment of McNabb's office environment and determined that McNabb would have to upgrade their computer equipment. We found the most cost efficient way to leverage the existing systems with some small additions of upgraded systems.

hind-smith.com then hosted a portion of the McNabb database files at our data centre so that McNabb could access the files from various locations without investing in their own remotely accessible FileMaker database server.

We then worked with McNabb's web designer to integrate our database programming with his creative design so that Internet visitors could search the McNabb titles by description, titles, series, producer, A-Z and subject.

Finally, we built a content management system so that McNabb & Connolly could change portions of their website in real-time directly through FileMaker with no HTML manipulation. You can view the current site at www.mcnabbconnolly.ca, hosted by hind-smith.com.

The Result

McNabb & Connolly are now able to work on their database files simultaneously from any location with high-speed Internet access and a copy of FileMaker. They can immediately add/change/delete titles that appear on the web, allowing them to keep content current without HTML expertise. **Steve Connolly, President of McNabb & Connolly** says:

"From the initial system analysis, to ongoing technical assistance, we continue to receive what can only be described as outstanding customer care and attention, and in a most expedient manner."

It is with confidence that we look forward to having hind-smith.com implement the online requirements of another division of our company, and it is without reservation that we would encourage other corporations to do the same."

Case Study

TelePartners
CONTACT CENTRE

explorez sans fin
Canada
keep exploring

TelePartners/Canadian Tourism Commission

The Challenge

TelePartners Contact Centre is a successful provider of telephone and Internet-based customer services with clients across North America. During the Fall of 2001, TelePartners was asked by the Canadian Tourism Commission (the federal government's tourism marketing arm) to bid on handling all tourism inquiries from consumers in the United States.

TelePartners made a successful bid submission, winning the business during the month of November with one proviso; the CTC expected a fully functional call centre with training materials, qualified agents, quality control processes, and sophisticated Internet technology in place by January 1st, 2002.

The Solution

hind-smith.com was contracted by TelePartners to help spearhead a successful program launch. Located onsite, senior project manager Larinda Hind-Smith coordinated the myriad of details and quality control of each element to ensure the contractual obligations were met.

The contract between TelePartners and the CTC was read and documented to note each individual obligation. From this list of deliverables, hind-smith.com worked with TelePartners management to allocate internal resources and develop a detailed schedule and timelines for the entire project.

From this overall plan, three main areas were managed:

- hind-smith.com worked with the internal IT department at TelePartners to ensure that script development, CSR interface screens, data structure, reporting and real-time communication with the CTC were delivered according to specifications
- hind-smith.com worked with the Human Resources department of TelePartners to ensure that staff were recruited, training materials created and agents trained to meet the standards of the contract
- hind-smith.com developed processes to ensure that the program would be successful on an ongoing basis. Ongoing monitoring of staff for quality, scheduled reporting to the CTC and transfer of data to fulfillment partners were among the processes developed and documented for use by TelePartners

The Result

The first call from the American public was handled flawlessly January 1st according to plan. **Fletcher Keating, President of TelePartners** says:

"The ability of hind-smith.com to quickly absorb a working knowledge of our business and deliver a set of practical organizational processes was invaluable. Larinda Hind-Smith's relentless attention to detail helped us deliver each element of a 400-page contract in less than six weeks."

With over 100,000 transactions over the course of 2002, the program has been gauged a success by both TelePartners and the Canadian Tourism Commission.

Press Release

NEWS FOR IMMEDIATE RELEASE - November 1, 2006

HIND-SMITH.COM LAUNCHES ENTERPRISE PROJECT MANAGEMENT SYSTEM FOR COMMUNICATIONS NOVA SCOTIA

TORONTO, ON, November 1, 2006 - hind-smith.com has successfully launched and will be providing ongoing support for a FileMaker 8.5 based integrated job and project management system for Communications Nova Scotia, the Province of Nova Scotia's full-service communication agency. hind-smith.com was contracted by the province to create a software solution that would:

- Standardize and simplify the storage and retrieval process of project related information.
- Set project tracking guidelines.
- Increase the ability to share project related components.
- Facilitate a method of charging for the re-use of project components.
- Establish common business processes for billing and invoicing.
- Increase project cost recovery.
- Enable agency wide statistical and management reporting.
- Improve access to project related components.
- Integrate with the province's SAP system

'We are delighted that the Province of Nova Scotia selected our firm to deliver a project of this scope', says David Hind-Smith, President of hind-smith.com. 'Our position as a leading developer of project management software for the advertising and creative industries allowed us to deliver a powerful yet user friendly solution to the Province'.

'This project management system was designed to become a core component of our business operations here at CNS. An extensive evaluation process awarded the contract to hind-smith.com and, despite difficult schedule constraints, they have met expectations, and provided us enhanced functional capabilities.' says Andrew Barss, Director of Creative Services for Communications Nova Scotia.

About Communications Nova Scotia

Communications Nova Scotia (CNS) is the central communications agency for the government of Nova Scotia. CNS was formed in 1996 and includes communications planning and support as well as production services. CNS employs 100 staff, some located in the central office (for communications planning and production) and some directly within government departments and agencies as communications directors, advisors, and officers. The mission of Communications Nova Scotia is to help the citizens of Nova Scotia understand what their government is doing and why.

About hind-smith.com inc.

hind-smith.com is a provider of technology and project management solutions. The firm develops, supports, and hosts FileMaker, MS SQL, and ColdFusion solutions. Project management components include process development, supplier management, quality control, project administration.

For more information contact:

David Hind-Smith

President
hind-smith.com inc

416-234-6406
david@hind-smith.com
www.hind-smith.com

2156 Glenfield Road
Oakville, ON
L6M 3S6 Canada

Andrew Barss

Director, Creative Services
Communications Nova Scotia

902-424-2816
barssa@gov.ns.ca
<http://www.gov.ns.ca/cmns>

3rd Floor Provincial Bldg - 1723 Hollis Street
Halifax, NS
B3J 1V9 Canada

Press Release

NEWS FOR IMMEDIATE RELEASE - September 9, 2004

HIND-SMITH.COM SELECTED BY MARLOW INTERNATIONAL TO SUPPORT FIFA PREMIUM AND PROMOTIONAL PROGRAM.

TORONTO, ON, September 9, 2004 - Marlow International, a global supplier of specialty advertising, promotional products, premiums, and business gifts has selected hind-smith.com to provide technology and project support for Marlow's relationship with FIFA (Fédération Internationale de Football Association). Marlow International has been appointed Preferred Premium Supplier for the 2006 FIFA World Cup™ to be held in Germany. As part of their agreement with FIFA, Marlow will supply premium product websites for FIFA and their partners using technology and management support supplied by hind-smith.com.

hind-smith.com will create multiple e-commerce websites built on a sophisticated FileMaker Pro 6.0 and Lasso application. End users of the technology will include FIFA, Coca Cola, Gillette, MasterCard, Yahoo, and several other global firms. The application will enable these companies to manage all artwork premium product approvals and order premium FIFA items from catalogues developed specifically for to each company.

In addition to the 2006 FIFA World Cup™, web applications built by hind-smith.com will include sites for FIFA U-19 Women's World Championships Thailand 2004, FIFA Futsal World Championships Taipei, Blue Stars / FIFA Youth Cup, and several others.

'We are very pleased that a company of Marlow's stature has selected our firm to deliver a project that will command global exposure' said David Hind-Smith, President of hind-smith.com. 'Our extensive FileMaker experience coupled with strong project management skills allows us to deliver a technically challenging solution under tight timelines'.

'Our appointment as the Preferred Premium Supplier to FIFA has opened many doors and opportunities for us. One of the most important developments has been the creation of this state of the art approvals and premiums website with hind-smith.com, the first of its kind in our industry' commented Helen Anderson of Marlow International. 'We are confident that the continued development and activation of this site by FIFA and its Partners over the coming months and years will only further our standing as a Global Premium Supplier and Premium Solution Provider'.

About Marlow International

Marlow International is a wholly owned subsidiary of Global Promo Group; a USA based holding company formed by Black Diamond Capital Partners and Banc Boston Capital.

Headquartered in Hong Kong, Marlow International has a wide distribution of offices servicing business around the world. It has account managers throughout the UK, Europe, Africa, Asia and the Americas.

About hind-smith.com inc.

hind-smith.com is a provider of technology and project management solutions. The firm develops, supports, and hosts FileMaker, MS SQL, and mySQL solutions. Project management components include process development, supplier management, quality control, project administration.

For more information contact:

David Hind-Smith

President
hind-smith.com inc
416-234-6406
david@hind-smith.com
www.hind-smith.com
2156 Glenfield Road
Oakville, ON
L6M 3S6 Canada

Helen Anderson

Project Manager - Premium Licensing
Marlow International Limited
44 20 8846 3675
helen_anderson@marlowint.com
www.marlowint.com
3 Glenthorne Mews- 115a Glenthorne Road
London
W6 0LJ United Kingdom

Somerville McDonald Limited
50A Beth Neelson Drive
Toronto, Ontario
Canada, M4H 1M6

Telephone: 416 425 0505
Facsimile: 416 425 5599
Website: www.somervillemcdonald.ca



Abe Dyck
Contracts Manager

Mobile: 416 452 2340
Facsimile: 905 833 3111
Email: adyck@rbsomerville.com

January 3, 2007

://hind-smith.com inc.
2156 Glenfield Road,
Oakville, Ontario
Canada, L6M 3S6

Telephone: 416 234 6406 x 111
Facsimile: 416 231 0311
Email: david@hind-smith.com

Attention: **David Hind-Smith**
President

Reference: **Letter of Reference**

Dear David,

I want to sincerely thank the hind-smith team including Pia, Peter and yourself for the excellent work that you have done in developing a Work Management Database for Somerville McDonald.

Somerville McDonald is the alignment of two organizations to address and realize synergizes in the electrical distribution construction industry. Somerville McDonald required a Work Management Database (WMD) that was remotely accessible, robust reporting functionality, expandable and versatile enough to address the changing needs of new contracts and clients.

The initial planning and development stage of any database is critical to its success. Pia and her team implemented sound project management principles, developing budgets, schedules and change management guidelines to ensure a successful project. This can be very difficult when the client is pressed to have "it yesterday, with all the bells and whistles" and limited budget. Well done!

Somerville McDonald have a WMD that not only meets but exceeds our original expectations. The WMD is now listed among the strategic advantages that Somerville McDonald brings to our clients.

I would recommend the hind-smith team to any organization. They are a highly knowledgeable, patient, people oriented company. Numerous additional functionalities were identified along the way, so I am certain to be calling on hind-smith for future development stages of the database.

Thanks again!

A handwritten signature in black ink, appearing to read 'Abe Dyck'.

Abe Dyck
Contracts Manager

Somerville McDonald



January 2, 2007

David Hind-Smith, President

://hind-smith.com
2156 Glenfield Road
Oakville, ON L6M 3S6

Dear David,

I would like to take this opportunity to thank you and your team for providing Interfusion Inc. with On-line support over the past year. In fact, we have enjoyed working with the Hind-Smith.com team for several years now. As a busy Ad Agency, we require quick responses to our clients many requests, and you and your team have excelled in this area.

It is a pleasure to work with a group who pride themselves on their ability to overcome the many challenges put forth with complete dedication toward providing solutions that work. Your team has always treated each project in a professional manner and has demonstrated that the projects are more than just work by putting a little piece of themselves into every thing they do. That is one of the most admirable characteristics of your company.

We wish you continued success and a prosperous 2007.

Best Regards,

Randy Marks
President



4141 LIVING ARTS DRIVE, MISSISSAUGA, ONTARIO CANADA L3B 4B8 TEL: 905.306.6700 FAX: 905.306.6701 WEBSITE: WWW.LIVINGARTSCENTRE.CA

January 5, 2007

Mr. David Hind-Smith
President
hind-smith.com
2156 Glenfield Road
Oakville, Ontario
L6M 3S6

Dear David:

Re: Filemaker Consulting Services

We are writing to thank hind-smith.com for their assistance with improving the efficiency of our Filemaker schools database. We had a limited budget with tight timelines and hind-smith.com was very aware of both issues. They made significant improvements to the database and reports and did so within the limits of the project budget.

We plan to use hind-smith.com for any future Filemaker enhancements and can highly recommend hind-smith.com to any business or organization that requires Filemaker consulting services.

Thanks for your professional assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "John Gunn".

John Gunn
Manager, Finance & Administration



17 January 2007

To Whom It May Concern:

I had the pleasure of working with David-Hind Smith for the creation of an innovative software application to automate the production of our yearly publishing guides. This system has greatly reduced the time to produce our products and has given us the opportunity to expand into new territories.

I found David and his team to be very competent and I look forward to working with them again for additional projects we have planned for 2007.

Yours sincerely

A handwritten signature in blue ink that reads 'J. Ansell'. The signature is fluid and cursive, with a horizontal line underneath the name.

Jeremy Ansell
President, Got My Kids INC

**Heart and Stroke Foundation
of Canada**

**Fondation des maladies du cœur
du Canada**

1402 – 222, rue Queen Street
Ottawa (Ontario) K1P 5V9

Tel/Tél. : (613) 569-4361
Fax/Télé. : (613) 569-3278

November 22, 2005

The Heart and Stroke Foundation of Canada is a federation of 10 Provincial Foundations with a federation office in Ottawa, led and supported by more than 130,000 volunteers.

The national office in Ottawa is responsible for the production and management of a wide variety of print publications ranging from detailed research papers to end user brochures on a variety of topics. The organization of these publications was handled by individual systems and processes created by staff members. HSFC defined a need to have an easy to use and flexible docket management system to control overall workflow and unified production.

HSFC contracted the services of hind-smith.com to build a system that would improve the production of print materials including:

- Integrated Docket Organization
- Document management
- Inter Office Communication
- Workload Forecasting
- Logging Historical Information
- Sign-off control
- Reporting
- Security

hind-smith.com's careful and methodical approach to delivering this solution has seen this project to fruition, on time and on budget. Their competent and dedicated staff ensured that due diligence was carried out through scoping, understanding of HSFC workflow process, beta testing and regular, open communication with the HSFC project team.

hind-smith.com's expertise in the development of such systems provided us food for thought and guided our decisions where the technology could reduce manual tasks. The training session and documentation provided to our team with the necessary information to quickly get up to speed. Their ongoing support and good humour have ensured that we are a content client.

HSFC expects to begin work on the next phase of our docket management system in the coming months and look forward to continuing our relationship with hind-smith.com.

Sincerely,

Julie G. Desjardins
General Manager, Publishing
Heart and Stroke Foundation of Canada
1402-222 Queen Street
Ottawa, Ontario
K1P 5V9

www.heartandstroke.ca
www.fmcoeur.ca

1-888-HSF-INFO
1 888 473-4636



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90884 8942 990001

MARLOW INTERNATIONAL LTD.

Unit 3, Glenthorne Mews, 115a Glenthorne Road, Hammersmith, London, W6 0LJ
Tel: (44) 020 8846 3670 Fax: (44) 020 8846 3671
E-Mail: london_enquiries@marlowint.com Website: www.marlowint.com

"Your global partner in promotions"

18th November 2005

To Whom It May Concern

Ref: Hind-Smith.com

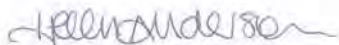
Marlow International Limited have enjoyed a close working relationship with Hind-Smith.com since early 2004. Marlow International are part of Netherlands based Co. Polyconcept which has over 1900 staff Worldwide. Marlow International is a global partner for the development and manufacture of promotional gifts for leading companies, and have staff in over 10 countries, with the main daily contact for the Hind-Smith Project based in London.

Hind-Smith.com have provided invaluable support and development for a complex online product development and approvals website that was designed for use by FIFA (Federation International Football Association) and their Partners to ensure a seamless and easy process for premium gifts.

Hind-Smith.com have ensured that Marlow, FIFA and all users are given a round the clock support service enabling a website with absolute minimum downtime, and a personal service which has built a strong and firm friendship between the 2 companies.

If you require any further information please do not hesitate to contact me.

Yours faithfully



Helen Anderson
Project Manager - Premium Licensing
Marlow International Limited
Unit 3 Glenthorne Mews
115a Glenthorne Road
London
W6 0LJ
United Kingdom

Tel: +44 (0)20 8846 3675
Fax: +44 (0)20 8846 3671
Switchboard: +44 (0)20 8846 3670
Mobile: +44 (0)7767 764300

helen_anderson@marlowint.com
www.marlowint.com

HKTDC Services Award
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THE AUTUMN GROUP
Advertising & Design Inc.

To whom it may concern,

Integrity seems to be a rarity in today's high-paced environment. Same can be said for innovation, dedication and most importantly professionalism. Pair all of these attributes with a friendly, knowledgeable staff and you are left with hindsmith.com

As a marketing communications specialist, I often question the authenticity of an environment and the integrity of its people and services. Hind-smith answered my doubts with superb execution, a proactive attitude and a sincere appreciation and understanding of my business needs. Our system has never worked as flawlessly as it does today and the efficiencies that it creates are invaluable to my organization. The overall value is truly tremendous.

I heartily recommend their services to you. I can confidently state that I have never dealt with a more competent solutions developer; and I have had my share.

Sincerely,

Fabio Orlando
Director & CCO
The Autumn Group Advertising & Design Inc.

From: Kevin Bird [mailto:kbird@krplink.com]
Sent: Tuesday, February 08, 2005 8:54 AM
To: David Hind-Smith
Subject: Thank you for your call



Hi David,

We are very happy with all the work you and your colleagues have completed for us – and we thank you.

I am looking forward to another opportunity for us to work together.

Please keep in touch with us.

Best regards,
Kevin

Kevin Bird
President
krplink inc.
<http://www.krplink.com>
TF: 1 866 533-9446 ext. 224



FOREIGN SERVICE EXAMINATION AND CAREER COUNSELLING, INC.
SERVICE DE CONSULTATION POUR L'EXAMEN DU SERVICE EXTERIEUR INC.

December 15, 2004

Mr. David Hind-Smith, President
hind-smith.com
2156 Glenfield Road
Oakville, ON
Canada
L6M 3S6

Dear David,

I am writing to express my thanks to you and your team at hind-smith.com for the top-notch, timely work you did in setting up an e-commerce system for my company.

As you know, we provide study materials and career coaching services to clients across Canada, in the United States, and around the world. Your willingness to listen to our needs and translate your understanding of the business into a FileMaker data system enabling orders to be filled promptly, efficiently and securely is extremely beneficial to us, and user-friendly for our clients everywhere.

The training you provided to launch the system was effective, and the continuing support you offer is informed and accessible when needed. In particular, the ability of you and your colleagues to explain complex technical matters in clear language was, and remains, most helpful to us.

Please feel free to use Foreign Service Counselling Inc. any time as a reference in marketing all the services of hind-smith.com to potential clients.

Yours sincerely,

Barry Yeates
President

Suite 102, 404 Laurier East, Ottawa, Canada K1N 6R2 T: (613) 567-9229 F: (613) 567-9098 E: foreignservicecounsellinginc@rogers.com

LÖGOSBRANDS®

June 25, 2004

David Hind-Smith
President
hind-smith
2156 Glenfield Road
Oakville, Ontario
L6M 3S6

Dear David,

We are writing this letter to thank Hind-Smith.com for their excellent work in developing both our internal project management system and web portal for our clients. Our work, in large part, relies on our ability to manage an incredible amount of information and our new "LINK" system is more than capable of this task. The user interface that Hind-Smith.com designed is simple and effective and most of all it looks nice (we're designers and very picky!). We plan to add more functionality to the system based on user feedback and will obviously be calling Hind-Smith.com to complete the development.

The web portal is in the process of being officially launched with our clients and we are confident that it will prove an indispensable tool in managing their brands.

Thanks again!

John Miziolek
Marketing Director

POB - RT THE EAST MAIL TORONTO ON M8P 5W3
tel 416.259.7834
tel 416.299.4067
www.logosbrands.com



ArtofDisplay.com

4100A Sladeview Crescent, Units 1 + 2 tel 905 820 4448
Mississauga, ON, Canada L5L 5Z3 fax 905 820 6448

February 23, 2004

Mr. David Hind-Smith
://hind-smith.com
2156 Glenfield Road
Oakville, Ontario
L6M 3S6

Dear David,

I felt compelled to write this letter to let you know how extremely happy I am at the level of service you recently afforded ArtofDisplay.com.

With the inception of our new self-automated graphics database, we stumbled upon a couple of hurdles that we could not overcome ourselves. In only a few short hours you were able to take us from some clunky "work-arounds" and image file errors to a smoothly running database. Your high energy and fervor for a resolution was not lost on us – we too thrive on customer service and satisfaction.

Your very professional, warm demeanor combined with your knowledge base and insightful analytical nature have completely sold us! We now know whom to turn to for answers.

Sincerely,

Ms. Robin E. McConnell
Manager, Client Services & Operations
Email: rmccConnell@artofdisplay.com

Service Beyond Expectation

/RM

Springer
marketing advertising
creative integrated communications
brand builders for technical products

126 underwood road • fletcher, north carolina 28732 • e-mail: info@springermktadv.com • www.springermktadv.com • fax: 828/687-0366 • 828/687-0334

To: David Hind-Smith
President
Hind-Smith, Inc.
2156 Glenfield Road
Oakville, ON L6M 3S6

Thursday, February 12, 2004

Dear David:

We've been trying to solve our software problem for some time now, without much success from the software support community. Our situation is somewhat unique and you took the time to listen, read between the lines and carefully diagnose our need. In our recent search for software, you were a great help.

Our problem is we have a business culture that resists change, has minimum training resources, runs a tight financial ship and wants to tie into existing systems and software. Your suggestions took all that into consideration and suggested some very on point recommendations.

Because of your attention to detail, personal services and ability to listen you've open up several new approaches that we would have missed. Our time has been well spent and we appreciate your efforts. We'll be glad to recommend your company to others.

Thanks again.

Optimistically,

Will Springer
President



Canadian Scholars' Press Inc.
180 Bloor St. W., Suite 801, Toronto, ON, Canada M5S 2V6
Telephone: 416.929.2774 x25 Fax: 416.929.1926
email: dhawkins@cspi.org

May 9, 2003

Mr. David Hind-Smith
Hind-smith.com Inc.
2156 Glenfield Road
Oakville, ON L6M 3S6

Dear David:

When I began the task of looking for a firm to overhaul our FileMaker database(s) I received yet another quick lesson on how to do business.

After talking to a few firms I became convinced that finding a company that would listen and take the time to understand our own unique circumstances and implement the improvements for a fair price was going to be impossible. Fortunately, that's when I placed a call to hind-smith.com Inc. To my surprise, you asked me many questions about how we use our databases, the programs we use, our short and longterm plans and what we hoped to accomplish with the upgrade. Then, and only then, was I offered a solution. Finally, someone who listened!

The database integration was completed on time, as promised, much to the delight of the staff.

Everyone I've meet from hind-smith.com Inc., especially Tim Browne, has shown exemplary professionalism and earned our respect.

Yours truly,
Drew Hawkins
Production Manager
Canadian Scholars' Press Inc.
180 Bloor Street West, Suite 801
Toronto, ON M5S 2V6

Production Manager

Page 1



May 7, 2003

David Hind-Smith, President
://hind-smith.com
2156 Glenfield Road
Oakville, ON L6M 3S6

Dear David

I'm writing to thank you and your team for all that you have done for Aware Marketing Group over the past year. From start to finish it has been a joy working with your organization. Through my dealings with ://hind-smith.com I have found each member of your staff to have the highest degree of professionalism.

://hind-smith.com provided Aware Marketing Group with consulting services for a number of strategic business issues. At all times I found your advice to practical and the resulting solutions realistic.

The project management services provided by ://hind-smith.com added stability to our IT Team during a very hectic period of development and change at Aware. I can say without hesitation that your team was successful in setting reasonable expectations and delivering results on time.

Thanks again and I wish you continue success.

Yours truly,
Per: Aware Marketing Group Ltd.

Ron Price

Ron Price, CMA
Group Vice President



501 Oakdale Road
Toronto, Ontario
Canada M3N 1W7

TELEPHONE: 416.742.6846
FAX: 416.742.6853
TOLL FREE: 800.501.4167
WEB: www.aware.ca



May 1, 2003

://hind-smith.com
2156 Glenfield Road
Oakville, Ontario
L6M 3S6

Attention: **David Hind-Smith**
Michael lafrate

Re: **FileMaker 6.0 Consulting Services**

We would like to thank **David Hind-Smith: President** and **Michael lafrate: Senior Programmer**, of **hind-smith.com**, for the excellent service and support they have given Sun-Canadian Pipe Line Company Limited.

The transition of our new server setup and migration to FileMaker 6.0 went off without a hitch. We worked with **David** and **Michael** every step of the way as they explained the process of the new setup.

Training was done with individual employees and they all agreed that both **David** and **Michael** were very knowledgeable and the training they received was explained step by step, and easy to understand. They especially appreciated the shortcuts and tips they received, in answer to specific individual problems.

Our existing databases were viewed by **David** and **Michael**, and we were also given helpful tips on how to improve and how to better automate these databases.

The telephone support we have had to-date from **hind-smith.com** has been excellent. They have been very thorough and each question has been answered immediately, accompanied by the offer to explain further if we have any problems.

We would highly recommend **hind-smith.com** to any business or organization. They are very knowledgeable, people oriented, and very supportive of their customer needs.

We look forward to further advanced training with **hind-smith.com**

Thank you **David** and **Michael** for your professional assistance.


Ian Smith, Pipe Line Engineer


Susan Filice, A/P Coordinator



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6285 E. Fowler Ave., Tampa, FL 33617

813-983-1500 Phone
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April 23, 2003

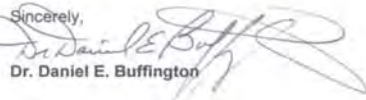
hind-smith.com
2156 Glenfield Road
Oakville, ON
L6M 3S6
CANADA

RE: Letter of Reference

When you need help with managing the lifeline of your practice or business...."your data"...you need someone who listens and can help provide solutions, quickly and accurately. That's what we found with hind-smith.com. We went through an exhaustive search for a team of consultants that knew database design, were experts with FileMaker Pro and who could communicate with us to help create solutions that were both affordable and functional for our medical practice. David and his team took a personal approach to the process and stood out from the crowd of other database firms by helping to ensure that we were an active part of the process and making certain that we ended up with a product that was robust and useful.

We now consider hind-smith.com to be an active component of our information technology team and an essential consultant for our future.

Sincerely,



Dr. Daniel E. Buffington

"Bridging the gap between science and clinical practice"



2434 Major Mackenzie Drive, PO Box 96571
Maple, Ontario, Canada L6A 1R8
T: 905-303-5562 F: 905-303-2989
E: info@scsonline.net W: http://www.scsonline.net

January 11, 2003

Mr. David Hind-Smith
Hind-Smith.com
2156 Glenfield Road
Oakville, Ontario L6M3S6
Canada

Re: Children's Bridge Project

Dear David,

Well we finally launched the Children's Bridge database and right out of the gate my client is beginning to realize the return on their investment. Needless to say they are very happy. I just wanted to drop you a line to commend you and your staff on bringing your part of the database in on time and on budget.

As you quickly realized, an International adoption agency has many logistical and clerical hurdles to overcome and this project was one of the most complex that I have ever done. I was very impressed with how quickly you and your staff understood the challenges and came up with a sound solution that not only addressed my client's current needs, but also laid the groundwork to address future needs that may arise.

I had some concerns that your piece wouldn't fit exactly with my part and that there would be a lot of additional work on my end to integrate your work. Such was not the case. Some might say that we got lucky that the two pieces meshed so efficiently. Clearly, the credit has to go to all the smart consultation you did at the front end of the project as well as your relentless pursuit to clearly understand exactly what my client needed and clearly defining my company's role as well as yours.

The other key thing I must commend you for is that you clearly understand that the end of any database project is only the beginning. Your staff has done a great job of supporting your piece as my customer has made minor modifications.

Keep up the great work. I'm sure that this is the first project of many more to come that we will partner on. I can now confidently pursue larger and more complex projects knowing that I can count on you and your staff to assist my company to provide sound database programming solutions based smart business principles.

Thanks again,

A handwritten signature in dark ink, reading "Nick A. Paonessa".

N.A. (Nick) Paonessa
President, Senior Programmer
Superior Computer Services
Maple, Ontario Canada

Website design · Internet Marketing · Database Programming · IT Consulting



Songwriters
Association of Canada
Association des
auteurs-compositeurs
Canadiens

August 29, 2002

Songwriters Association of Canada (S.A.C.), a national arts service dedicated to the development and recognition of Canadian composers, lyricists and songwriters, recently moved its national head office to Toronto, while maintaining a 2nd administrative office in Burlington. This move necessitated the need for both offices to develop a solution that would provide access to vital membership data simultaneously, within a safe and secure environment. *hind-smith.com* provided that solution.

David Hind-Smith worked closely with our Association to provide a quick and effective means of hosting our FileMaker databases over the Internet. Now both offices can access member information in real time. The Canadian Song Depository, a database registering the copyrights of hundreds of thousands of song titles, is now accessible to members over the Internet to check the songs they have registered and make changes to their contact information.

hind-smith.com provides me peace of mind knowing that this critical information is hosted within a secure environment and is backed up continuously. The instant information and self-service potential over the web provides our members with a sense of empowerment and added value to their membership, while saving time and improving efficiencies of the S.A.C. staff. And David is always available to troubleshoot and provide thoughtful solutions for our growing organization.

It has been a pleasure working with David and *hind-smith.com*. Much continued success for the future.

Sincerely,

Beverly Hardy
Manager of Operations
Songwriters Association of Canada

Administrative Office
3350 Fairview Street
Suite 3, Box 151
Burlington, ON L7N 3L5
PH (905) 681-5320
FAX (905) 681-6654
TOLL FREE: (800) 215-4814
E-mail: sac@songwriters.ca
www.songwriters.ca

Executive Staff

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Executive Director

Beverly Hardy
Manager of Operations

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Nancy White

Custom Specialties Company

10455 E.Via Linda Suite 211
Scottsdale, AZ 85258 USA
Phone: 480-451-3022 Fax 480-833-5296

Attn: David Hind-Smith

Thank you very much for responding so quickly and taking care of our problem we couldn't solve in our database . I will be using you in the future for for some additional work we need.
Thanks again,

Eitan Shalom
Custom Specialties Company

Certificate of Membership

This certifies that this organization is a member of the FileMaker Solutions Alliance (FSA) and is entitled to the current benefits offered under the FSA program. FileMaker, Inc. is committed to providing high quality software to the end user. By working together to establish the best support possible for businesses, FileMaker, Inc. and software professionals, members of the FSA, can provide effective solutions for the end user - now and over the long term.



Hind-Smith.com

Membership Level: Associate
Expiration Date: February 19, 2008

Delfina Daves
Manager, FileMaker Developer Relations



FileMaker.
Solutions Alliance

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