

# SHAREHOLDER NEWSLETTER

## MESSAGE FROM THE MANAGING DIRECTOR



Dear Shareholders,

Welcome to TSV Holdings Shareholder Newsletter. As a company we plan to communicate regularly with shareholders, customers and suppliers through the release of a regular newsletter. The newsletter will cover client activities, our technology, products, market success and operational activities of the divisions within our group. TSV Holdings currently have three divisions, Austco a manufacturer of Healthcare Communications products, Calltec which sells, installs and services the Austco product range and Tecsound, which specialises in communication products for quick service restaurant and retail national clients.

I am pleased to report on the market enthusiasm and initial strong sales growth of our Third Generation IP Nurse call systems which we have been developing for the last four years. The marketing and sales launch of CallCare IP commenced in April where we invited all our senior international managers to Perth to plan the international release, followed a week later by the official Australian launch to our national resellers. This event, over three days, was enthusiastically received by all our resellers who were already aware of the successful deployment of CallCare IP with selected clients last year. The level of enthusiasm surrounding CallCare IP is well warranted as this development firmly places Austco as the market leader worldwide in IP Nurse Call System solutions in both the Hospital and Aged Care Markets.

### Austco Opens a New Training Facility in Toronto



Austco opened its new North American training centre for business in April and the first courses were run for our North American resellers from 28-30th April. There were over 14 participants from 10 companies participating.

Austco conducts annual conferences for sales staff as well as technical training on the extensive Austco product range. This new state of the art educational facility will specialise in courses for hospital and nursing home staff on the use and operation of the MediCom and CallGuard range of products.

### McDonalds™ - A Faster Burger Courtesy of Tecsound

The sign of the big M is a fact of life with over 700 sites in Australia. What is not widely known is that Tecsound have been supplying, installing and servicing all these sites around Australia since our float. We have worked closely with McDonalds and our supplier HME to develop systems to increase the speed of the drive-thru sections of these quick service restaurants.

Tecsound's Dean Plumridge attended the McDonalds™ Worldwide Convention in Orlando, Florida in April. The conference is held every second year and presents the latest technology used in the McDonalds™ family around the world.

Dean helped on the HME stand showing the latest for upgrading QSR Drive Thru system.



Seen here are David Bridger, McDonalds™ Australian Equipment Manager and Peter Smith, Tecsound NSW Manager, following a recent meeting in Sydney to discuss the national upgrade of McDonalds™ drive-thru's.

## MARKET SUCCESS STORIES

### New Office in Melbourne



Since the TSV aquisition of both Calltec and Tecsound it has always been intended that the two Melbourne branches, with complimentary business objectives, be united in the one building with TSV Head Office.

The new office has been specifically fitted out with a showroom that provides clients with the opportunity to observe and interact with our product solutions.

The staff are all looking forward to working together in a new office that allows for significant expansion.

### The Growing Middle East Market

The Austco Middle East office was moved last year from Dubai and is now incorporated and run from the Austco Asia office in Singapore.

Mr. Michael Chia has now spent a significant amount of time in the Middle East Region with our resellers and clients in Saudi Arabia, United Arab Emirates & Bahrain strengthening existing and building new relationships based on mutual confidence in the Austco product.

As well as continuing to service our existing clients, over the past year Michael has been successful with several major projects throughout the Middle East Region, including another stage of King Faisal Specialist Hospital and the King Khalid Hospital project in Saudi Arabia.



### New Addition to the TSV Austco Team

Ms Patricia Kack

Ms Kack joined Austco in February and has worked as a technical trainer and writer in corporate environments throughout Canada, United States, UK, France, Morocco, and China.

Ms Kack has 10 years experience developing the documentation required for international product releases, especially where it relates to software and telecommunications. Fluent in three languages and having worked internationally, she is well situated to help position Austco as a front runner in providing global documentary support for end-users and technical staff. Her first project with Austco was to design and write the end-user documentation for the just released CallCare IP Emergency Call System.



### New Premises for Austco UK

The management and staff at the Austco UK office are pleased to be moving into a new home. The new UK regional office is much larger and also provides dedicated product storage areas and additional CAD operator positions to handle the dramatic increase in National Health Services Hospital projects won by Austco this year.



This year's planned expansion includes increases in management and technical staff to meet the work currently under contract.

Additional projects won this year include the 200 bed Frimley Park Hospital in Guilford, the 300 bed St Marys Hospital in Dublin and the Chelsea Pensioners Development, the most prestigious aged care project in the UK.



## MARKETING DEVELOPMENTS

### North America

The Austco team in North America has just received an order for the supply and commissioning of the complete MediCom SC nurse call system for the Sault Area Hospital.

The new 289 bed Sault Area Hospital represents the largest construction project in the history of the Algoma District in Ontario Canada.

This project follows on from the success in completing the much larger 600 plus bed William Osler Health Center - Brampton Civic Hospital project in Brampton Ontario, where we partnered with Siemens to provide the MediCom nurse call, infant security and RFID asset tracking systems.

The Sault Area Hospital project was partnered with Honeywell and they issued a purchase order for \$425K to Austco in March 2008. Austco's Canadian team dealt closely with Jeff Mumford, Honeywell's Ontario and Atlantic General Manager, on how Austco and Honeywell could work together in the Acute Care market. These meetings led to a strategic partnership between Honeywell and Austco. Austco is now involved in all the Acute Care projects that Honeywell has taken an interest in across Canada. The relationship has solidified even further with Honeywell requesting strategic reseller status and having Austco and our healthcare products listed in Honeywell's Global Commodity Group as a preferred vendor.



Sault Area Hospital - Artists Impression

### New Zealand



On April 10 and 12 the NZ Council of Christian Social Services Biennial Conference and Trade Exhibition was held in Napier. The theme was "Justice & Compassion in Action". Austco had many long term customers among the delegates and it was a chance to reinforce the message that we are a reliable partner amongst our existing and potential new customers in the Aged Care market.

Seen here is Mr. Allan Horner, Austco NZ Manager talking to a customer on our stand.

The next important event on the New Zealand Age Care event calendar is actually in Australia at the Hyatt Coolum Resort, Queensland in June. The New Zealand Retirement Villages Association holds its conference in Australia every two years and Austco is a principal sponsor at this event. We exhibit at all major conferences in most of our markets and New Zealand is no exception. This commitment to the industry has made Austco the number one supplier of emergency call systems for hospitals, nursing home and retirement villages in New Zealand for the last 10 years.

Some recent contracts awarded to Austco resellers in New Zealand were the new Braemar Hospital in Hamilton, Royston Hospital in Hastings, and the Ernest Rutherford Retirement Village in Nelson, the 6th project awarded from this group.

## MARKETING DEVELOPMENTS CONT.

### Asia

#### Austco And Little Sisters of the Poor – Partners in Service for the Elderly



Today in 32 countries on 5 continents responding to Christ's call and in Jeanne Jugan's footsteps, the Little Sisters of the Poor are at the service of the elderly poor.

Austco is very fortunate to partner with the Little Sisters of the Poor in providing high standards of care for the aged in their spiritual, physical and medical needs. Since 2003 we have installed our emergency call systems in their nursing homes in Hong Kong, Taiwan, Malaysia and the Philippines.

In all these nursing homes, our Austco emergency call system is interfaced with the Alcatel DECT wireless phone system. This gives the carers and the Sisters an immediate alert to a residents' call on their DECT phone. It provides them with the capability to render immediate response to their elderly residents needs.

#### TSV Helps Bankwest Change the Experience Of Banking

BankWest Retail Chief Executive Ian Corfield said: "Until now, banking has been seen by most Australians as a tedious chore to be completed as quickly as possible. BankWest is changing all that and making banking a convenient and enjoyable experience". The experience in the 160 planned new retail stores will include comfortable and inviting open-plan spaces that have the ambience of a café rather than your local bank.

Tecsound's contribution is in providing the music and innovative noise masking systems for each of these stores. The key advantage of our installation is to provide confidentiality in each open plan meeting room; this is achieved by mixing frequencies called pink noise to create a sound barrier that isolates each confidential discussion.

## PRODUCT NEWS

#### Austco launches it's New Medicom SC Product Range at the HIMMS Conference in Orlando, Florida in February

Austco's stand at HIMSS, the largest healthcare conference and trade show in North America, was a monumental success with enormous interest shown in its launch of its latest IP and IT products. More than 300 qualified leads were generated during this exhibition with more than 200 people a day stopping by the stand to see the live demonstrations.



#### HME Zoom Drive-Thru Optimisation System



Tecsound is the exclusive distributor in Australia for the just released Zoom from HME. Its advanced design provides complete visibility across an entire drive-thru operation for both operating staff and management. Its intuitive multicolour dashboard, customised reports and network accessibility make managing any drive thru easier. Managers and crew can see bottleneck issues in real time and instantly respond to speed up the delivery process. Multiple installations have demonstrated within a week Zoom really helps shave 20-30 seconds off total drive-thru times.

