



A National Historic Landmark

MOUNT AUBURN CEMETERY

August 25, 2016

To Whom It May Concern:

Mount Auburn Cemetery, a 175-acre historic garden cemetery, is currently working with Axiom Business Systems to implement a business solution that effectively manages and brings new efficiencies to our complex operations and varied business offerings. For the past year, we have been actively working with Axiom to initiate a multi-year project with a thorough and complete review of our existing business systems and processes. Concurrently, Axiom has worked with our staff to analyze the data integrity of our existing digital records housed in an assortment of existing but unrelated databases. This thorough process has been critical to prepare us for a successful implementation of the Axiom product.

This summer, the Axiom team has been at the Cemetery to complete comprehensive training for our designated staff “super users” and to make final preparations for migrating our financial and accounting operations into Sage 300, part of the Axiom suite. We have completed the first phase of project implementation by “going live” in the Axiom system with our accounting work. We will soon be adding a second aspect of our business into our new system when we begin utilizing Axiom to manage our cremation business. We anticipate completing this second milestone on our implementation plan in September of 2016. We have an ambitious set of project milestones that extend through the end of 2017 to implement more than 20 discrete functions and areas of activity within our business.

We continue to feel strongly about the strength and ability of Axiom Business Systems to deliver an enterprise solution that adds efficiencies to our existing work while giving us the flexibility to expand and improve the services we provide for our customers. In searching for an option that met our needs—CRM, accounting, mapping—Axiom stood out as offering a sophisticated system that would meet our existing needs and prepare us for taking our business in new directions. We have been delighted to work with the Axiom staff, who have gained valuable knowledge of industry best practices through their work with other clients. Especially in this first year as we have completed the analysis of our existing business workflows, we have benefitted tremendously from the wisdom and knowledge that Axiom brings to the table.

I am happy to discuss our experience with Axiom further.

Sincerely,

Michael A. Albano
Executive Vice President & CFO