

Reconciliation of Non-GAAP Measures

Earnings before interest, taxes, depreciation and amortization (EBITDA) for the three and twelve months ended October 31, 2012 and 2011, respectively:

| EBITDA: | FY2013 | FY2012 | FY2013 | FY2012 |
|---|---------------|-----------------|-----------------|-----------------|
| | Q1 | Q1 | Q1YTD | Q1YTD |
| Net Income | \$ 113 | \$ 272 | \$ 896 | \$ 2,616 |
| Interest | 68 | 62 | 241 | 651 |
| Amortization included in cost of sales | 396 | 335 | 1,481 | 1,211 |
| Depreciation/Amort included in overhead | 280 | 403 | 1,291 | 1,684 |
| Income taxes | 126 | 168 | 185 | (994) |
| EBITDA | <u>\$ 983</u> | <u>\$ 1,240</u> | <u>\$ 4,094</u> | <u>\$ 5,168</u> |

Earnings before interest, taxes, depreciation and amortization (EBITDA) for the following fiscal quarters:

| Quarterly | 10/31/12 | 07/31/12 | 04/30/12 | 01/31/12 | 10/31/11 | 07/31/11 | 04/30/11 | 01/31/11 |
|---|---------------|-----------------|-----------------|---------------|-----------------|-----------------|-----------------|---------------|
| | Q1 | Q4 | Q3 | Q2 | Q1 | Q4 | Q3 | Q2 |
| | 2013 | 2012 | 2012 | 2012 | 2012 | 2011 | 2011 | 2011 |
| Net Income | \$ 113 | \$ 512 | \$ 210 | \$ 61 | \$ 272 | \$ 1,680 | \$ 541 | \$ 123 |
| Interest | 68 | 74 | 40 | 59 | 62 | 194 | 192 | 203 |
| Amortization included in cost of sales | 396 | 381 | 354 | 350 | 335 | 312 | 291 | 273 |
| Depreciation/Amort included in overhead | 280 | 292 | 315 | 404 | 403 | 429 | 442 | 410 |
| Income taxes | 126 | (158) | 156 | 61 | 168 | (1,498) | 402 | (66) |
| EBITDA | <u>\$ 983</u> | <u>\$ 1,101</u> | <u>\$ 1,075</u> | <u>\$ 935</u> | <u>\$ 1,240</u> | <u>\$ 1,117</u> | <u>\$ 1,868</u> | <u>\$ 943</u> |

| Trailing 12 months (TTM) | | | | | | | | |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Net Income | \$ 896 | \$ 1,055 | \$ 2,223 | \$ 2,554 | \$ 2,616 | \$ 2,443 | \$ 1,176 | \$ 661 |
| Interest | 241 | 235 | 355 | 507 | 651 | 790 | 803 | 764 |
| Amortization included in cost of sales | 1,481 | 1,420 | 1,351 | 1,288 | 1,211 | 1,127 | 1,085 | 1,059 |
| Depreciation/Amort included in overhead | 1,291 | 1,414 | 1,551 | 1,678 | 1,684 | 1,688 | 1,667 | 1,636 |
| Income taxes | 185 | 227 | (1,113) | (867) | (994) | (1,017) | (1,080) | (1,482) |
| EBITDA | <u>\$ 4,094</u> | <u>\$ 4,351</u> | <u>\$ 4,367</u> | <u>\$ 5,160</u> | <u>\$ 5,168</u> | <u>\$ 5,031</u> | <u>\$ 3,651</u> | <u>\$ 2,638</u> |

Management believes EBITDA is helpful in understanding period-over-period operating results separate and apart from non-operating expenses and expenses pertaining to prior period investing activities, particularly given the Company's significant investments in capitalized software and its continuing efforts in completing acquisitions, which typically result in significant depreciation and amortization expense in subsequent periods. The Company uses EBITDA as a factor in evaluating potential acquisition targets and analyzing the pro forma impact of the acquisition on the Company. However, EBITDA has significant limitations as an analytical tool and should only be used cautiously in addition to, and never as a substitute for, operating income, cash flows or other measures of financial performance prepared in accordance with generally accepted accounting principles and may not necessarily be comparable to similarly titled measures of other companies.