Enhancement & Support

BENEFITS

♦ Maximize Your Return on Investment (ROI)

♦ Keep Your Business Running on the Newest Technology

♦ Take Advantage of a Global Support Team - with Offices in the US and Europe

♦ Quickly Resolve Application Issues by Working with the Product Experts

♦ 24x7x365 Access to Customer Portal and Online Support System

♦ Increase Productivity and Efficiency

♦ Optimize Business Systems Performance

♦ Provide Product Feedback for Future Upgrades and Releases

RISK MANAGEMENT SUITE - ENHANCEMENT AND SUPPORT PLAN

You use the Risk Management Suite (Audit Trails and / or Electronic Signatures) because risk management and regulatory compliance are essential for your business success. Ensure that the investment you've made continues to deliver high value now and into the future with the Merit Solutions software Enhancement Plans.

Merit Solutions' Enhancement Plans are designed to cover you when new software versions are released, or if you require help operating our software or resolving errors. Software updates are often released to keep current with changes in market demands, to incorporate best practices from clients, or to enhance integration with new Microsoft Dynamics GP releases. Updates may also include bug fixes or important product enhancements. Major version upgrades are released when significant new features and/or interface changes are made to the software. Technical support is also included with Merit Solutions' Enhancement Plans. Whether you prefer support via our online portal, through e-mail, or on the phone, Merit Solutions is here to help with installation, operational problems, bug fixes or error messages.

Benefits of the Merit Solutions Enhancement Plans include:

- Take advantage of latest technology improvement as new versions of software introduce new features, often geared at increasing productivity, efficiency, or usability.

- Keep your business up and running with expert technical support in case your internal IT team cannot resolve a software problem quickly - thus preventing your business from shutting down.

- Make budget planning smoother because software maintenance is a known yearly cost, it can be budgeted easier than budgeting for purchased upgrades.

- Help improve the software because companies on maintenance plans often provide the best feedback on new features and functions they would like to see in the software.

Most important, the Merit Solutions Enhancement Plans give you the peace of mind that comes with knowing your business is running with the most current, feature-rich software available.

Plus, it costs significantly less in time and money to stay current on the Merit Solutions Software Enhancement Plan than to let it lapse and have to pay to upgrade later.

Merit Solutions, Inc.   info@meritsolutions.com   www.meritsolutions.com

FAST FACTS

- Mid-Sized IT services company with offices in North America and Europe

- Focused 100% on Microsoft Dynamics, SharePoint, and surrounding technologies

- Microsoft Partner since 1999; 500+ customers across 37+ countries

- Microsoft Gold Certified Partner since 2003

- ISV with Two Products that have Passed Certified for Microsoft Dynamics (CfMD) Testing

- Microsoft Dynamics Emerging ISV for Food Safety and Life Sciences Quality Management

- Hybrid Delivery Model Reduces Costs

- Microsoft Dynamics Cloud Partner

- AMR Industry Certified in Process Manufacturing

- One of the Top VARs of 2011 and 2012

- Established, trusted partnership with Microsoft

OUR CUSTOMERS

Our clients are medium to large enterprise businesses that want to leverage Microsoft Dynamics, Microsoft SharePoint, and surrounding technologies to standardize business processes, increase collaboration, and eliminate risk - and then continuously improve their business. Our driving principle is to help them increase their business success - whether that's through growth and expansion, business process automation, or creating jobs and healthy communities.

Our clients and partners feel this commitment—this culture—the moment they meet someone from Merit Solutions, and they repeatedly refer to it as the reason they choose to continue to work with Merit Solutions. They tell us that we are unmatched in our drive to deliver the results they seek - and this is no coincidence.

CUSTOMER SATISFACTION

Customer success drives our business, and we go out of our way to make sure our Customers are completely satisfied with the work we've done. In fact, we're so committed to improving customer satisfaction that we survey our clients each quarter to measure quality and resolve issues early. This graph displays our most recent customer satisfaction survey results.

Customer Satisfaction Scores

Key Performance Indicators	Your Results		Partner Average
NSAT*	190.00	●	163.32
Cusomer Loyalty Segmentation	90.00	●	85.44
Loyalty	91.61	●	83.00
Overall Performance	80.00	●	63.88

OUR COMPANY

Merit Solutions is a multinational organization that provides IT services and software solutions to help companies improve their business success. Our horizontal compliance solution, along with our industry-specific Life Sciences and Food offerings, enable organizations to increase efficiency, reduce costs, and improve service – while maintaining profitable growth!

Unlike other Microsoft Dynamics Partners, Merit Solutions is not just a consulting firm - but is also a technical engineering and software application development firm that understands the ins-and-outs of Microsoft Dynamics ERP and CRM, along with Microsoft SharePoint.

A Microsoft Gold Certified Partner, Merit Solutions is AMR Research Industry Certified in Process Manufacturing for Microsoft Dynamics. We have recently been recognized as one of Accounting Today's VAR 100, and had two products named in the Top 15 Add-Ons for Microsoft Dynamics ERP. Merit Solutions is a Microsoft Excellence Partner for working successfully and collaboratively with customers and partners across the world.