



Expect Beyond



## Merino Rationale

### Expect Beyond Dimensions

The Brand name, Merino (IT Services), is derived from the parent company, Merino Industries. The logo symbolizes growth propelled by three important aspects people, processes and services. While the three arcs represent people, process and services, the green arrow is a sign of prosperity and growth.

The positioning '**Expect Beyond**' came from the consumer's insight which assures a complete bond between Merino and its clients.

# Consumer expectations drive us to do better. When they want big, we create big enough.

More than a decade has passed since we stepped into the arena of Information Technology. And since then, we have been analysing consumers, understanding their problems and making them believe in the reality of deploying technology solutions. Perhaps, we may not sound as appealing to our customers as an FMCG retailer, we exactly know what it takes to deploy Enterprise solutions. Furthermore, we understand what problems our customers go through and what they expect from us in response.

We take pride in making things a little easier for businesses, walking on our old school principles of eradicating challenges through PEOPLE, PROCESSES and

SERVICES. We make our customers count on us and work round-the-clock to turn their expectations into reality – yep, that's exactly what we are so good at!

**Boundaries  
cannot stop us.**

Presence across multiple regions, 300+ clients - we have been helping global businesses for years whilst making a reputable place deep in their hearts. Having a keen eye for comprehending universal business problems, we think beyond the consumers' expectations and provide them the best-in-class technology solutions.

**Every new opportunity  
comes wrapped in a new challenge.**

Challenges are an inseparable part of our lives. We take the challenges head on, learn from them, and uncover the hidden opportunities lying inside.

From health-check to deployment

and then application management, a complete range of services help meet the varied needs of the businesses. Aside from that, we are creative enough to custom-design a solution depending on the need of the hour.

**We are focused, with plenty  
of experience under the belt.**

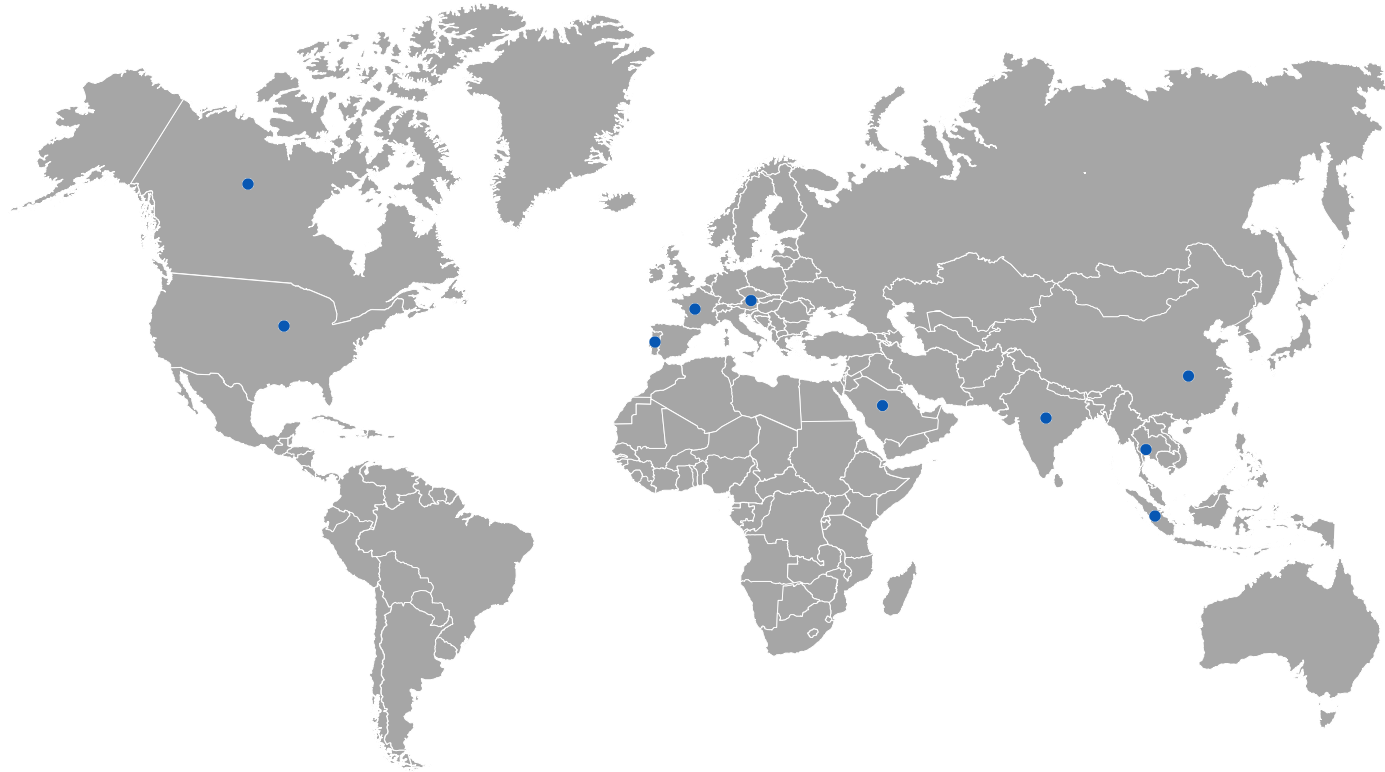
13+ years of experience backed by some of the extraordinary minds help us meet even the toughest of the challenges that businesses face today. We sit together with our clients, share a cup of coffee, and go on to scrutinizing the possibilities of making a difference in their businesses.



## About Merino Services

- Merino Services, a global enterprise is part of a \$250 million Merino Group, headquartered in India and has a strong presence in the USA, Canada, Europe, Middle East, South East Asia & India Subcontinent
- The team consists of 200+ domain experts, serving 250+ clients across 41 countries
- End-to-End service, ranging from Feasibility Study to Implementation of standard application to post implementation support along with AMS. We also add value to overall solution by designing & developing Mobility solutions
- ISO 9001:2015 certified
- GDPR Compliant

# GLOBAL PRESENCE



Austria | Canada | India | Indonesia | Middle East | Malaysia | Portugal | The Netherlands | USA

## Services

- Implementation and Consulting
- Migration/Upgradation
- Service and Support
- Education and Training
- Application Management
- ERP Readiness and Health Checks

## Solution

- Enterprise Resource Planning
- Customer Relationship Management
- Enterprise Asset Management
- Technology and Middleware
- Enterprise Performance Management

## Tecnology Alliance

- Infor
- Microsoft
- IFS
- Oracle
- SAP

# Merino's Dual Advantage



## VERTICAL SYSTEM INTEGRATION

Prediction, Simulation, CPS

Data Federation & Collaboration

Visualization, Monitoring, Analytics

CRM | SCM

ERP

PLM | EAM | HCM

MOM / LMS - APS - MES - MI

PLC, SCADA, I/O Controllers, IIoT

Sensors, Actuators, RFID etc.

Market to Order

Order to Cash

Record to Report

Procure to Pay

Operate to Maintain

Plan to Produce

Idea to Offering

Forecast to Plan

Design to Build

Assess to Acquire

Inspect to Quality

Acquire to Retire

## HORIZONTAL BUSINESS PROCESS INTEGRATION

# SERVICES





# SERVICES OFFERINGS



Consulting Services



ERP Readiness and Health Check



ERP Implementation



Application Management Services



Manufacturing Excellence



Migration / Upgradation



Education & Training

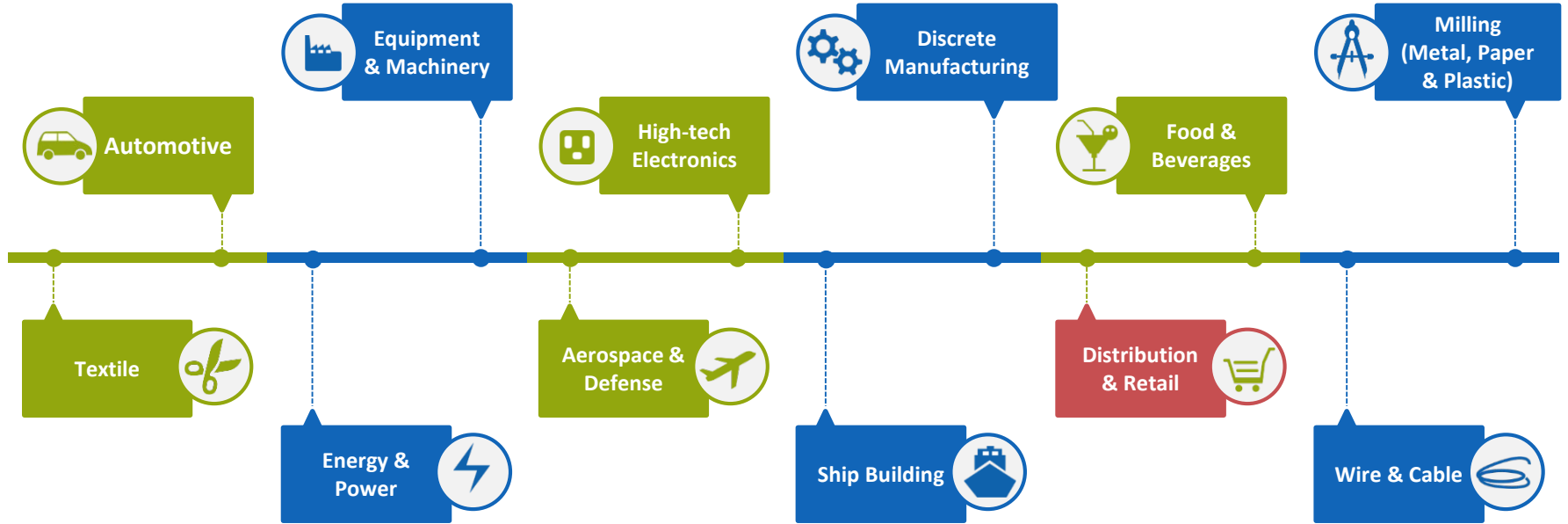


Staff Augmentation

A front view of an F-35 fighter jet on an aircraft carrier deck. The jet is white with grey accents and is positioned on a dark grey deck with white and yellow markings. The background shows a blue sky with light clouds and the ocean. A semi-transparent grey banner is overlaid on the left side of the image.

# INDUSTRIES FOCUS

# INDUSTRIES FOCUS



# Did you know?



**1B+**

Units distributed annually



**30**

Years of Experience



**Association  
Membership**

NAW  
NAED  
ASA  
HARDI

ISSA  
HIDA  
FPDA  
NBMDA



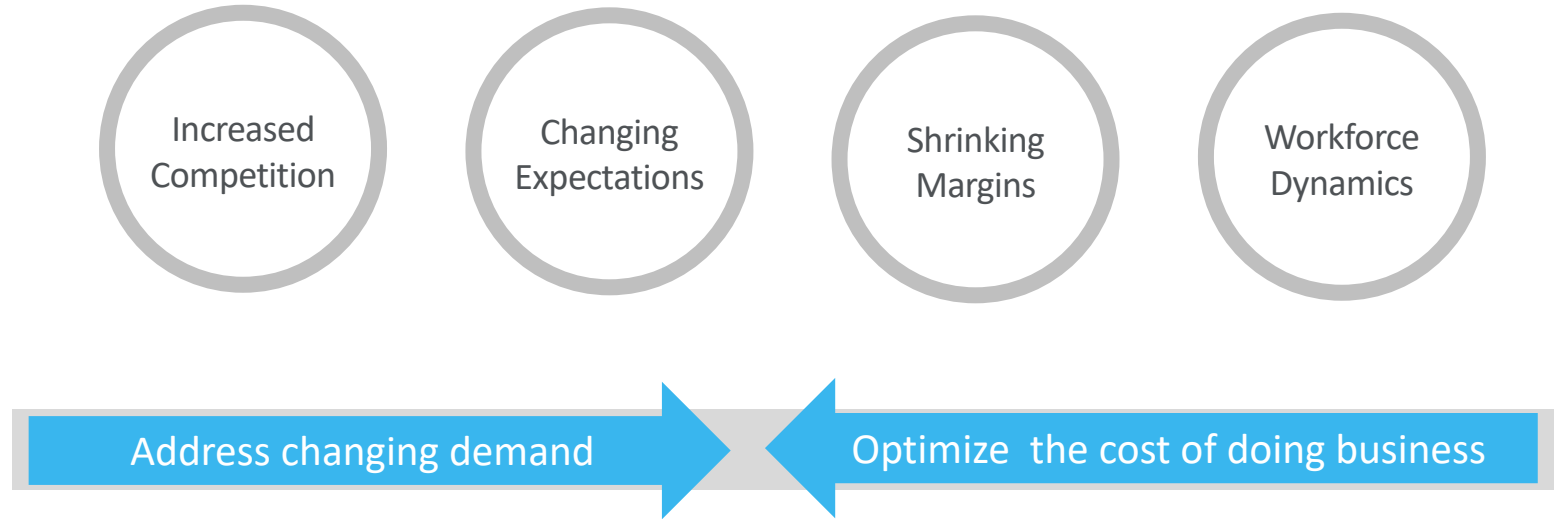
**31 of top 50**

Industrial Distributors

**6,000+**

Distribution  
customers

# Business challenges we see



# What if you could?

Differentiate  
with  
service

Improve  
visibility,  
anticipate  
demand

Increase  
profitability

Recruit  
and  
retain the  
best

# Business Challenges



- **Explicit Customer Requirements:** Increasing demand for larger and more complicated component assemblies have created larger, but fewer auto part suppliers. Many tier 2 and tier 3 suppliers depend financially on a few large contracts.
- **Increased Product Complexity:** Increasing sophistication of car components forces suppliers to upgrade product lines with more engineering and research and better coordination with customers.
- **Relentless Focus on Productivity:** Auto manufacturers have squeezed supplier margins to the extent that some critical part vendors have concerns about their continued viability as a supplier.
- **Influx of Regulatory Issues:** Stricter production standards require the auto suppliers to control hazardous and toxic pollutants. Some manufacturing plants struggle to meet OSHA and EPA standards.
- **Exodus of Expertise:** Growing concern on skill shortage or deficiencies. High skilled technicians required to work on cutting-edge, high-tech tools.

# Key Industry Metrics



**Manufacturing Cycle Time**



**Days in Inventory**



**Average Supplier Lead Time**



**Overall Equipment Efficiency**



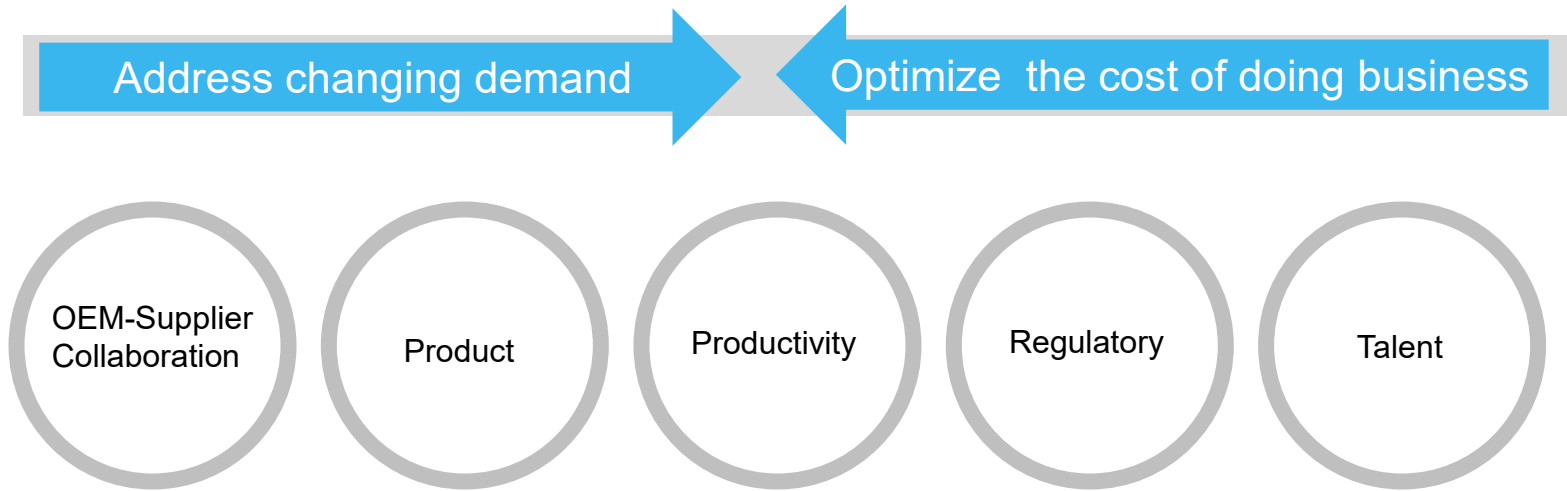
**YoY Cost Savings**



**Asset Utilization**



# Business Challenges



Meeting your business challenges



# Work Efficiently



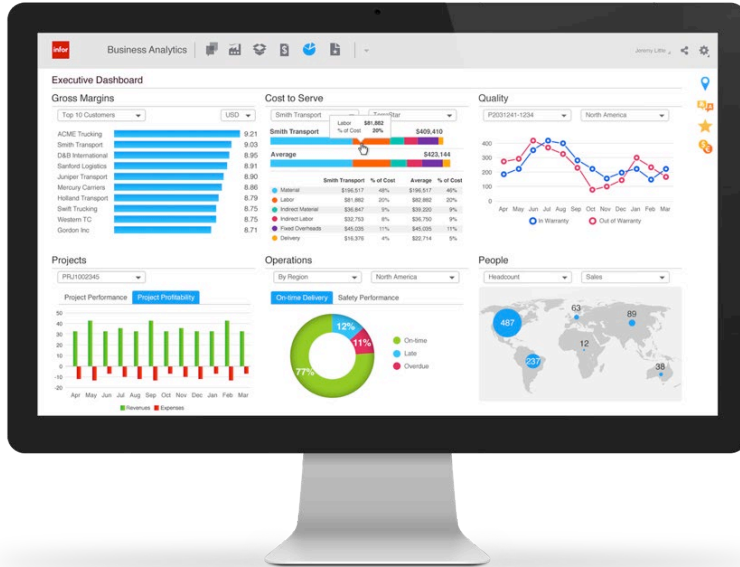
Excite and entice the best

## Infor Difference

- Desktop, Mobile
- Context based presentation
- Collaboration based communications

Infor's easy to use and understand interface ensures competency without complex processes and training

# Complete automotive suite



Micro-vertical Analytics



Deep core ERP  
Functionality plus ION  
integrations to:

Automotive Exchange

Supplier Exchange

Asset Management

Budgeting & Planning

Warehouse Management

Supply Chain Planning

Product Lifecycle Management



Implementation  
Accelerator

Industry business processes  
pre-configured database & solution

# Automotive Business Processes

## Strategy and vision



Enterprise strategy



Organization management

## Core functions



Customer relationship management



Automotive order management



Product development



Sourcing & procurement



Planning and scheduling



Materials management



Production management



Quality management

## Support functions



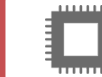
Financial management



Human capital management

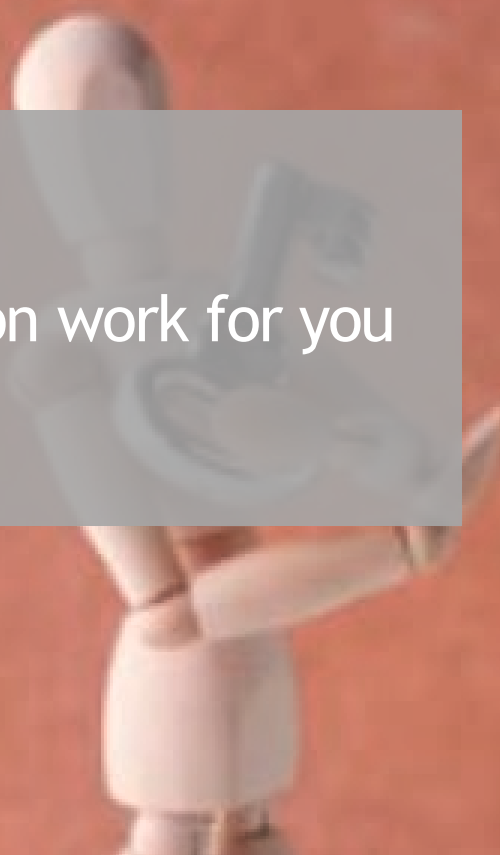


Enterprise asset management



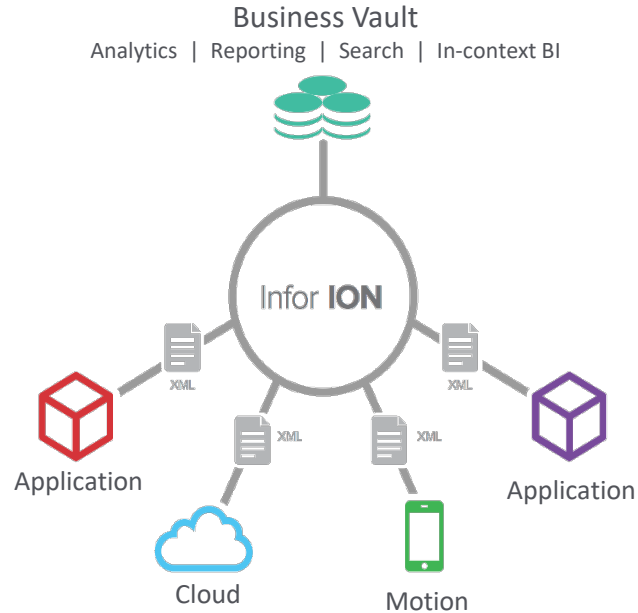
Technology

Making innovation work for you



Integrate disparate systems simply with greater business process flexibility.

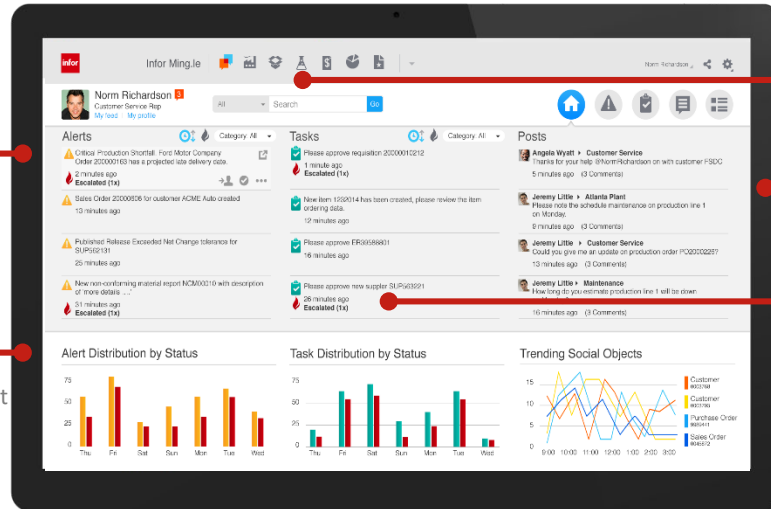
- Upgrade independence
- Workflow and alerts across systems
- Change business processes as needed
- Create real time data repository
- Built to OAGIS and internet standards



# Social business?

Infor Ming.le makes collaboration natural and efficient.

*Essential* business.



Stay connected with real-time alerts

In-context analytics deliver key indicators at a glance

Easy access to all systems

Communicate, collaborate and share information with colleagues

Automated tasks let you respond faster



# Micro-verticals

Built to meet the unique business process requirements of:



## Synopsis

- We have precise solutions for your respective industry.
- We figure out the strains in your industry.
- Our innovative technology will accelerate your productivity and service.

# DELIVERY MODEL

shipment  
dispatch  
moving  
fragile  
warehouse  
shipment  
carton  
truck  
logistics  
logistics  
airplane  
DELIVERY  
storage  
courier  
van

van  
service

delivering

transportation

package

freight  
box

mail

storage

postal

container

freight

storage

DELIVERY

cargo

transportation

parcel

parcel

box

mail

storage

postal

container

freight

storage

service

industry

cooler

warehouse

transportation

order

vehicle

express

moving

pack

express

business

cargo

post

service

container

business

industry

business

business

business

business

business

business

business

business

business

business

business

fast  
logistics

courier  
industry

vehicle  
business

industry  
postman

freight

freight

freight

freight

freight

shipment  
shipping

airplane

service

warehouse

vehicle

business

industry

postman

freight

freight

freight

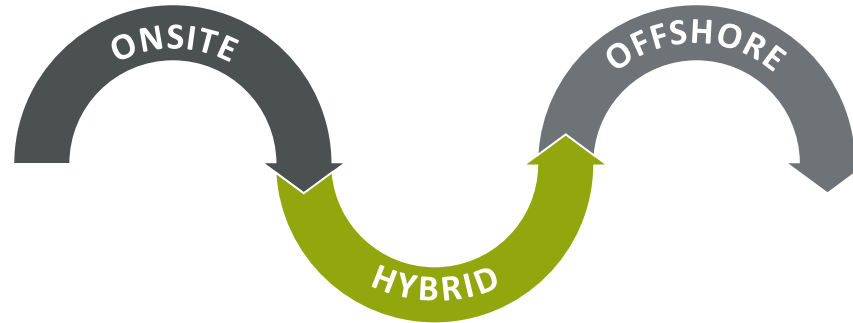
freight

freight

freight

freight

# DELIVERY MODEL



## GLOBAL ENGAGEMENT MODEL

- Proven Engagement Model for Delivering Reliable Solutions & Services across the globe
- Local resources across the globe
- On-demand Service & Support
- ISO in various countries Certified, Tested and Delivered
- On-site, Off-site, Off-shore and Near Shore delivery models
- 250+ skilled professionals serving customers
- Application Managed Services



# WHY MERINO

An Unbiased & Customer centric company

# WHY MERINO

- **12+ years** of rich experience handling vivid industries, distinguish complexities .
- A **complete technology solutions** partner covering a comprehensive range of enterprise and IT solutions.
- Having a manufacturing unit of our own, provides us with the essential **know-how** to guide businesses better.



COMMITTED

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COLLABORATION

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SPEED

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COST EFFICIENT

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EXPERIENCE

---



FLEXIBILITY

---



INNOVATION

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GLOBAL OFFICES

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# THANK YOU

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