



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.

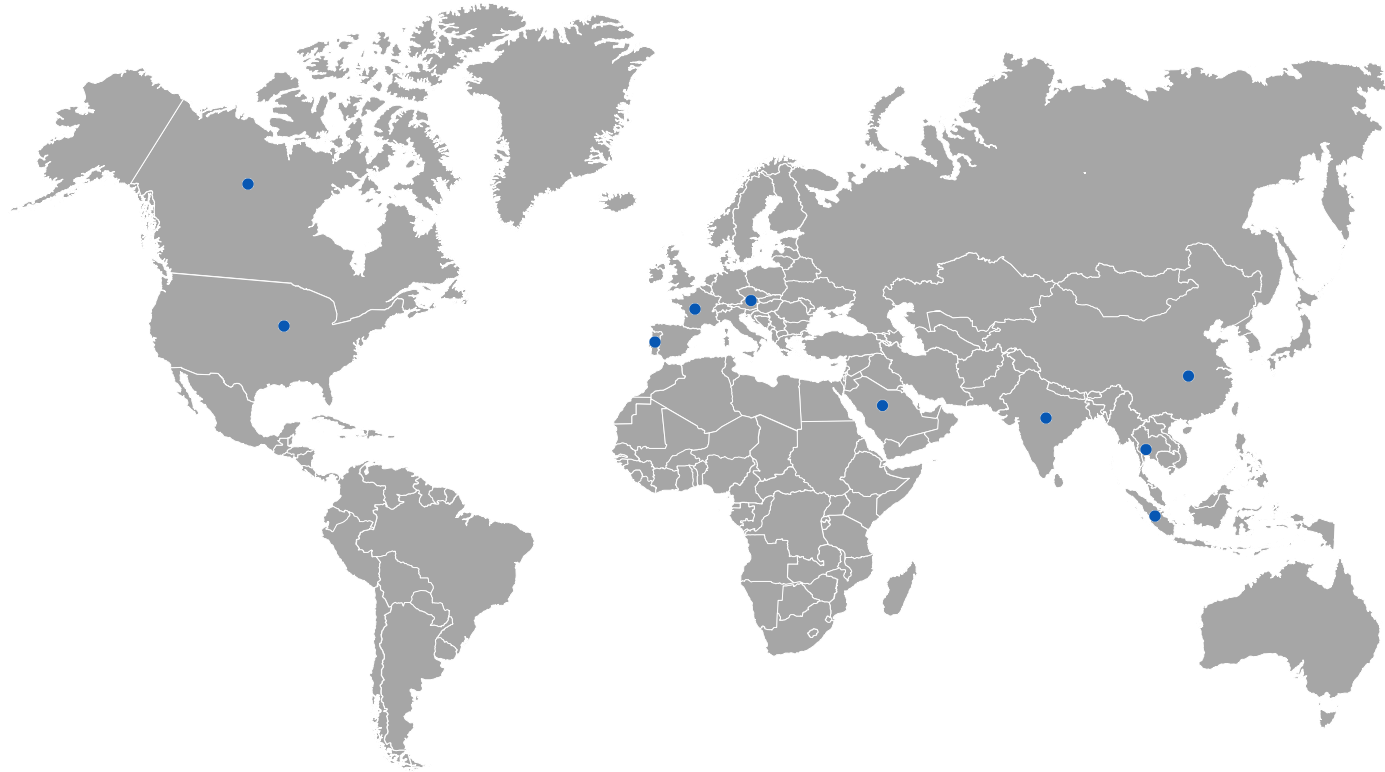
13+ years of experience backed by some of the extraordinary minds help us meet even the toughest of the challenges that businesses face today. We sit together with our clients, share a cup of coffee, and go on to scrutinizing the possibilities of making a difference in their businesses.



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

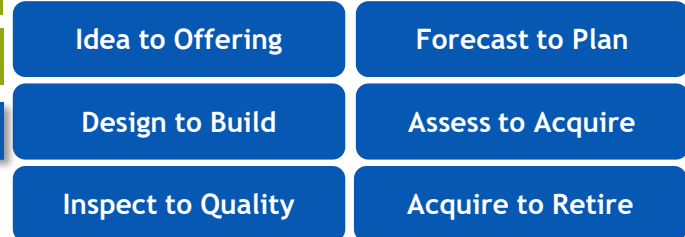
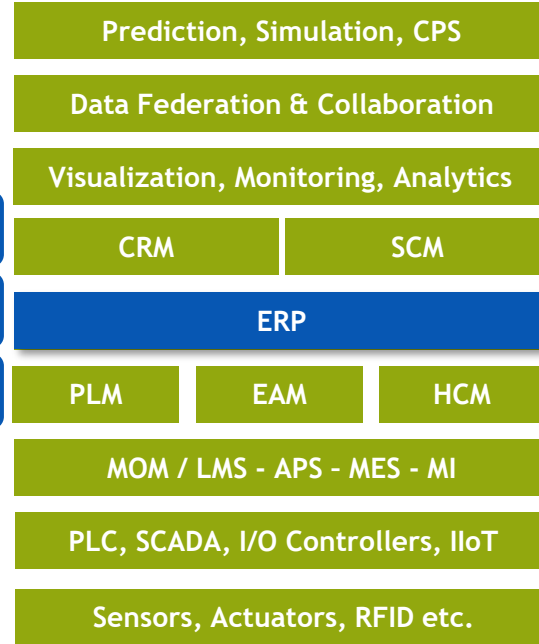
Tecnology Alliance

- Infor
- Microsoft
- IFS
- Oracle
- SAP

Merino's Dual Advantage



VERTICAL SYSTEM INTEGRATION



HORIZONTAL BUSINESS PROCESS INTEGRATION

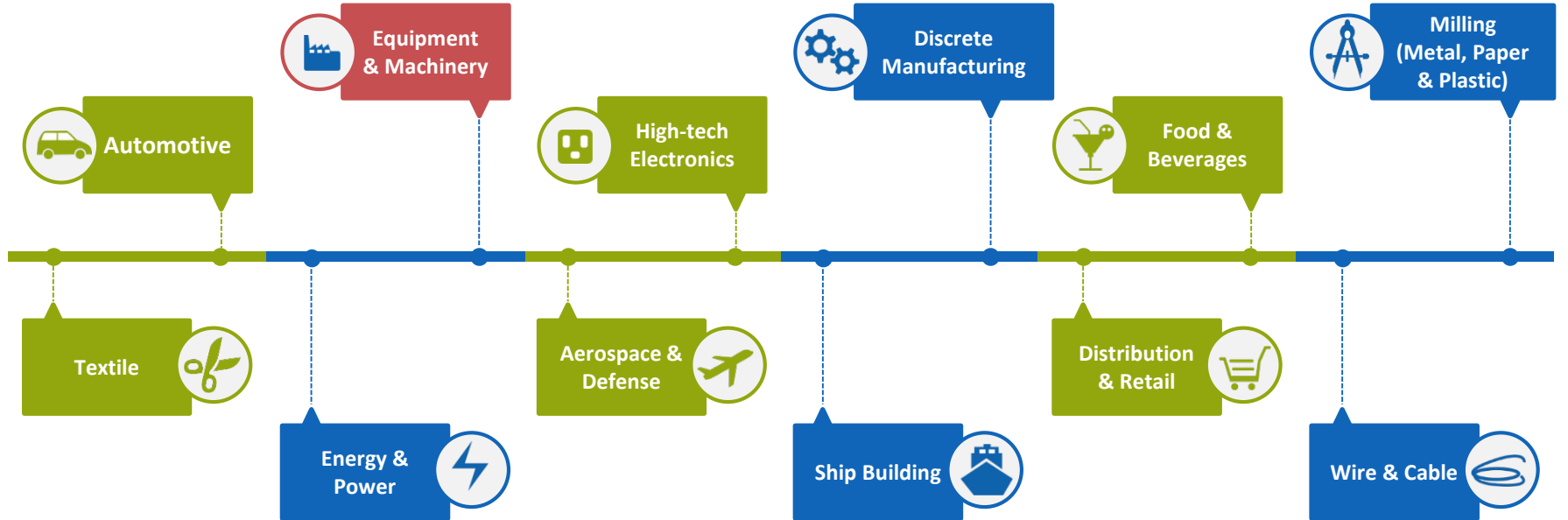
SERVICES



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 a blue ocean. A semi-transparent grey banner is overlaid on the left side of the image, containing the text "INDUSTRIES FOCUS".

INDUSTRIES FOCUS

INDUSTRIES FOCUS



Did you know?



\$38bn

Equipment rental revenue
North America (ARA)



**Association
Membership**

AED ARA
AEMP



€23bn

Equipment rental revenue
Europe(ERA)



20

Years of
Experience



9 CAT Dealers



60

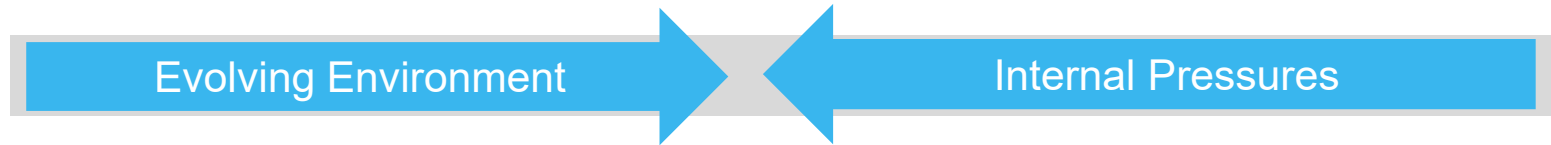
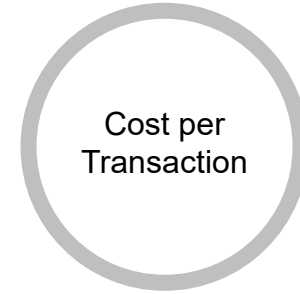
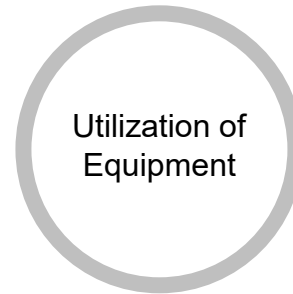
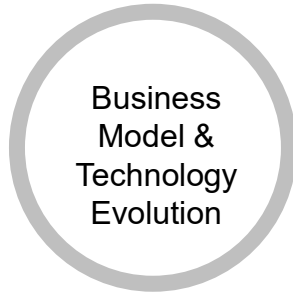
Countries



1700+

Equipment
Dealers, Service
& Rental

Business challenges we see



Business challenges we see

Manage the
shift to rental
and harness
new
technologies

Serve every
customer
uniquely

Maximize
return on
assets,
service
productivity
& cut service
WIP

Balance
parts
demand with
Inventory
investment
and improve
performance

What if you could?

Manage the
shift to rental
and harness
new
technologies

Serve every
customer
uniquely

Maximize
return on
assets,
service
productivity
& cut service
WIP

Balance
parts
demand with
Inventory
investment
and improve
performance

And you also had?



..and it looked like this?



The screenshot shows the Infor Ming.le dashboard for user Norm Richardson, a Customer Service Rep. The interface is divided into several sections:

- Alerts:** A list of alerts with icons for severity (yellow for warning, red for error).
 - Critical Production Shortfall for Moler Company Order 2000001469 has a projected late delivery date. 2 minutes ago. Escalated (1x)
 - Sales Order 20000096 for customer AC/VE Auto-created 13 minutes ago.
 - Published Release Exceeded Net Change tolerance for SUP50221 25 minutes ago.
 - New non-conforming material report NCM00010 with description of 1 more details ... 30 minutes ago. Escalated (1x)
- Tasks:** A list of tasks with checkmarks and status indicators.
 - Please approve requisition 20000010212 1 minute ago. Escalated (1x)
 - New item 1232014 has been created, please review the item ordering data. 12 minutes ago.
 - Please approve ER09568801 16 minutes ago.
 - Please approve new supplier SUP50222 26 minutes ago. Escalated (1x)
- Posts:** A list of social media-style posts from other users.
 - Angela Wyatt - Customer Service: Thanks for your help @NormRichardson on with customer ESDC. 5 minutes ago. (3 Comments)
 - Jeremy Little - Atlanta Plant: Please note the schedule maintenance on production line 1 on Monday. 9 minutes ago. (3 Comments)
 - Jeremy Little - Customer Service: Could you give me an update on production order PO2000226? 13 minutes ago. (3 Comments)
 - Jeremy Little - Maintenance: How long do you estimate production line 4 will be down on Monday? 16 minutes ago. (3 Comments)
- Alert Distribution by Status:** A bar chart showing the number of alerts by status (Escalated, Not Escalated) across days of the week.
- Task Distribution by Status:** A bar chart showing the number of tasks by status (Completed, In Progress, Escalated) across days of the week.
- Trending Social Objects:** A line chart showing the frequency of social objects over time from 9:00 to 3:00. The legend includes Customer orders (orange), Customer orders (yellow), Purchase Order orders (blue), and Sales Order orders (green).

Meeting your business challenges



Some Key Differentiators

One integrated solution –
Dealers, Rental and Service



KPIs and analytics – built into
the solution



Equipment CRM – a holistic view
of all customer facing processes



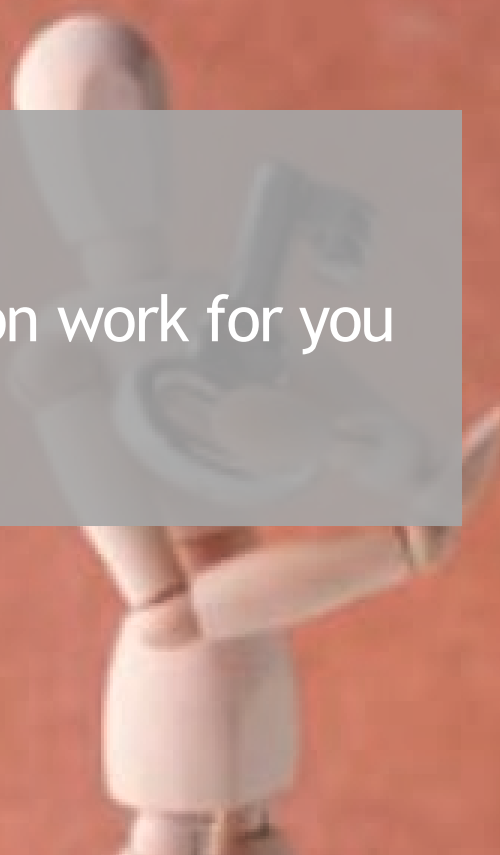
Mobile, consumer-grade user
experience - makes the field part
of the office



Warranty and claim
management with flexible
warranty periods and types

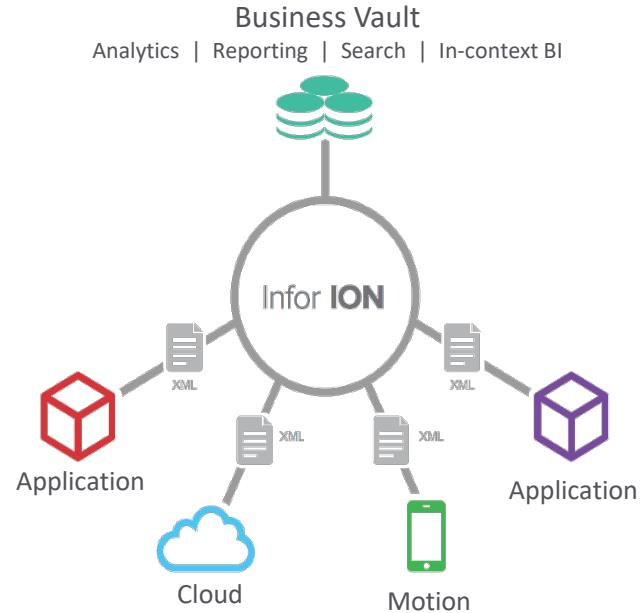


Making innovation work for you



Infor ION integrates a wide range of disparate systems, providing a simple but powerful framework for managing business process flows, workflows, and alerts.

The result is a unified data and business process platform that can reinvent the way end users and IT interact with core systems.



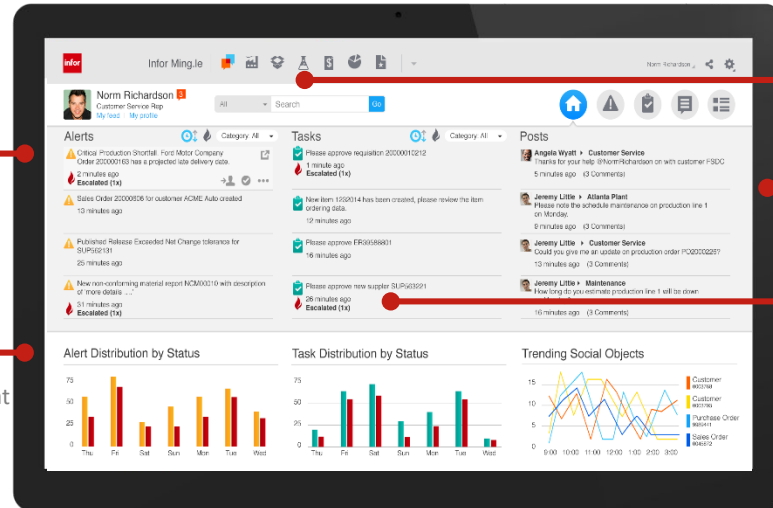
Social business?

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

Bringing it all together Complete Equipment suite



Deep core ERP Functionality
plus vertical extensions for:

Equipment CRM

Analytics for Equipment

Demand Planning

Dynamic Enterprise Performance
Management

Supply Chain Execution



Mobile Applications

Mobile applications that increase response times and improve decision making for an agile workforce



Infor Ming.le™

Comprehensive solution for social collaboration, process improvement and contextual analytics



Implementation Accelerator

Industry business processes pre-configured database & solution

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
van
storage
courier

van
service
logistics
truck

delivering
DELIVERY

transportation
cargo

package

freight
box

mail

storage
postal
container
freight
storage

warehouse
transportation
parcel
order
vehicle
express
moving
pack

service
industry
cooler
express
business

fast
logistics
transportation
business
courier
industry
vehicle
business
industry
postman
freight

service
container
order
postal
express
parcel
business
lorry
fast

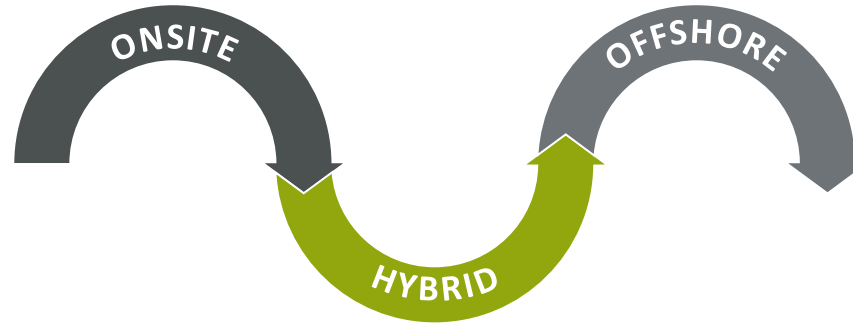
container
logistics
truck
carton
box
parcel
postman
parcel
post

freight
parcel
box
fragile

mail
cargo

storage
postal
container
freight
storage

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



COLLABORATION



SPEED



COST EFFICIENT



EXPERIENCE



FLEXIBILITY



INNOVATION



GLOBAL OFFICES

THANK YOU

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