



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.**

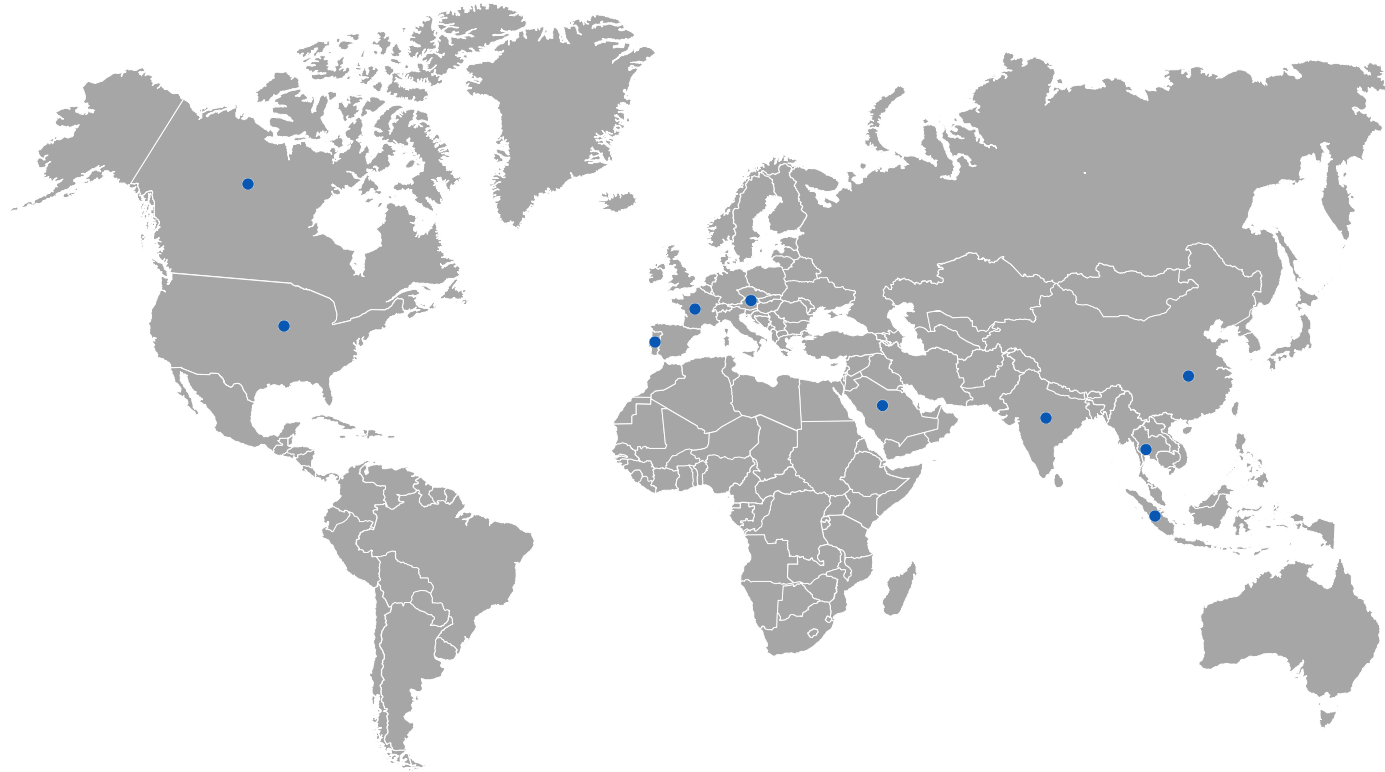
13+ years of experience backed by some of the extraordinary minds help us meet even the toughest of the challenges that businesses face today. We sit together with our clients, share a cup of coffee, and go on to scrutinizing the possibilities of making a difference in their businesses.



## 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



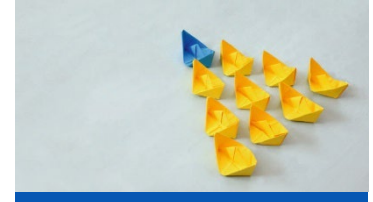
Consulting Services



ERP Readiness and Health Check



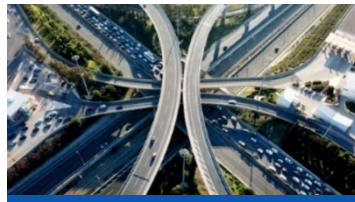
ERP Implementation



Application Management Services



Manufacturing Excellence



Migration / Upgradation



Education & Training

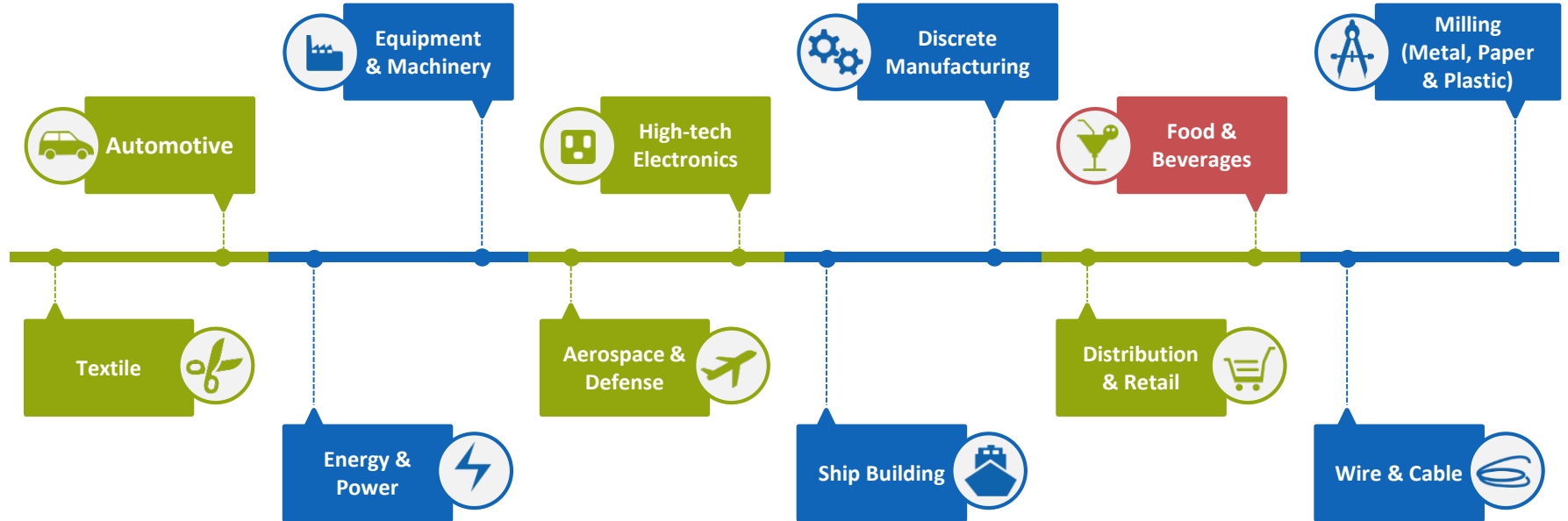


Staff Augmentation

A front view of an F-35 fighter jet on an aircraft carrier deck. The jet is centered in the frame, facing forward. The carrier deck is visible with yellow and white markings. The ocean and a blue sky with light clouds are in the background. A semi-transparent grey box is overlaid on the left side of the image, containing the text "INDUSTRIES FOCUS" in white, bold, sans-serif capital letters.

# INDUSTRIES FOCUS

# INDUSTRIES FOCUS



# Did you know?



**1,200+**

Food & beverage  
customers



**90+**

Countries



**6 of  
10**

Top brewers



**400k tons**

Salmon processed annually

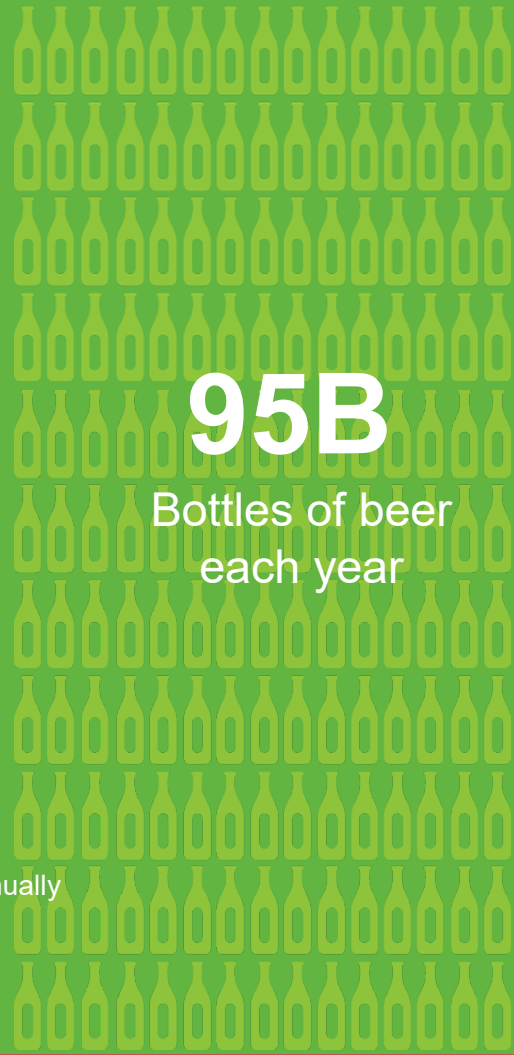


**6M tons**

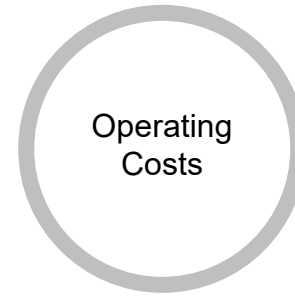
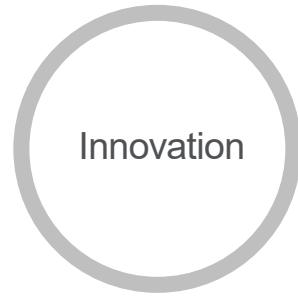
Chocolate produced annually

**95B**

Bottles of beer  
each year



# Business challenges we see



# What if you could?

Develop  
new  
products  
faster?

Improve  
forecasting  
and balance  
supply?

Minimize  
the  
risk of a  
recall?

Reduce  
costs  
and  
optimize  
yields?

# And you also had?



# ..and it looked like this?



The screenshot displays the Infor Ming.le dashboard for user Norm Richardson. The interface is organized into several key sections:

- Alerts:** A list of critical alerts including production start failures, sales order issues, and release exceedances.
- Tasks:** A list of pending tasks such as approving requests, reviewing new items, and approving suppliers.
- Posts:** A feed of social posts from colleagues like Angela Wyatt, Jeremy Little, and others, discussing customer service and maintenance.
- Alert Distribution by Status:** A bar chart showing the count of alerts by status (e.g., Escalated) across the week.
- Task Distribution by Status:** A bar chart showing the count of tasks by status (e.g., Escalated) across the week.
- Trending Social Objects:** A line chart showing the frequency of social objects (Customer Service, Customer Order, Purchase Order, Sales Order) over time.



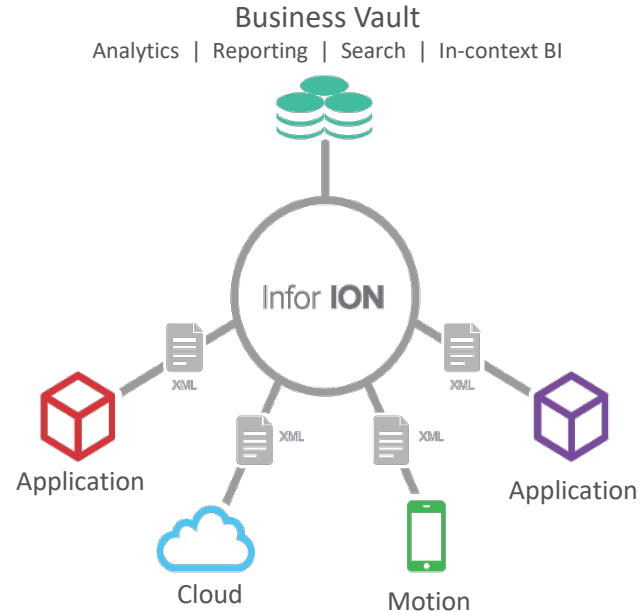
Making innovation work for you



# 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



“Infor has improved the ease of interfacing with other systems and they are constantly moving forward with technology.”

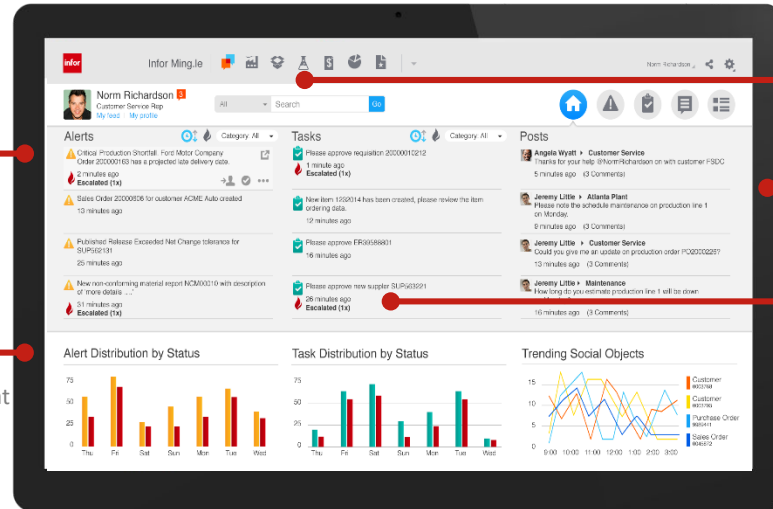
# Social business?

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 food & beverage solution



**Deep core ERP  
Functionality plus vertical  
extensions for:**

Product Lifecycle Management  
(Optiva)

Graphical Lot Tracker

Asset Management

Warehouse Management

Demand Planner

Customer Lifecycle Management



## Motion

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  
storage  
courier  
van

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

cargo

parcel  
box

mail  
cargo

storage

postal

container

freight

storage

fast  
logistics  
transportation  
business

courier  
industry  
vehicle

business  
industry  
postman  
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business  
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postman  
freight

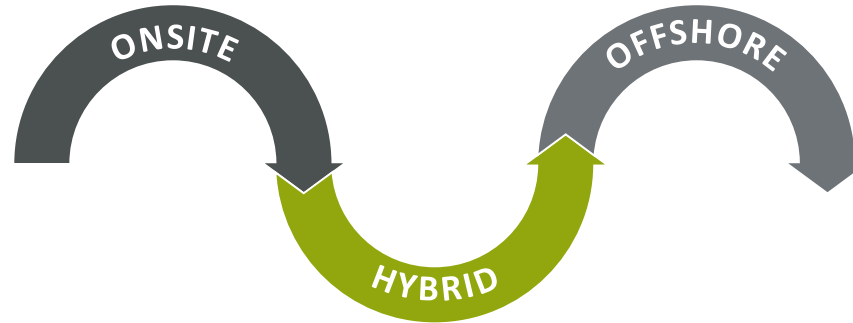
business  
industry  
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business  
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business  
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freight

business  
industry  
postman  
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

---



SPEED

---



COST EFFICIENT

---



EXPERIENCE

---



FLEXIBILITY

---



INNOVATION

---



GLOBAL OFFICES

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# THANK YOU

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