



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.**

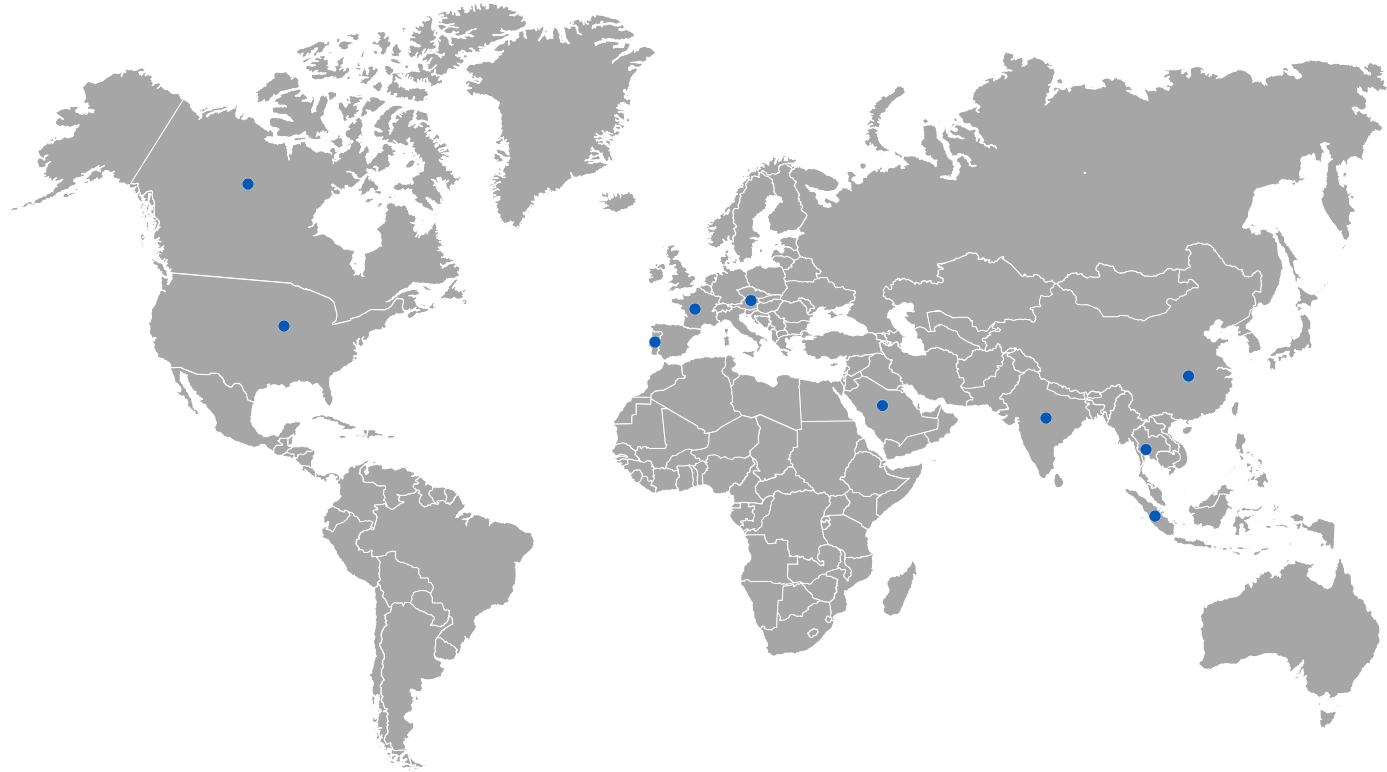
13+ years of experience backed by some of the extraordinary minds help us meet even the toughest of the challenges that businesses face today. We sit together with our clients, share a cup of coffee, and go on to scrutinizing the possibilities of making a difference in their businesses.



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

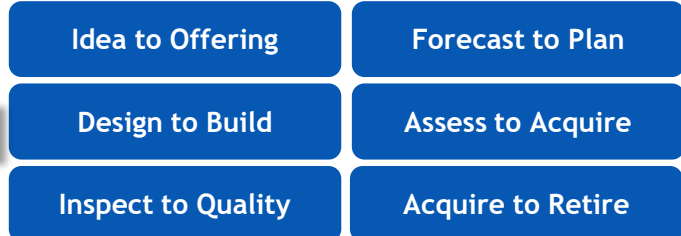
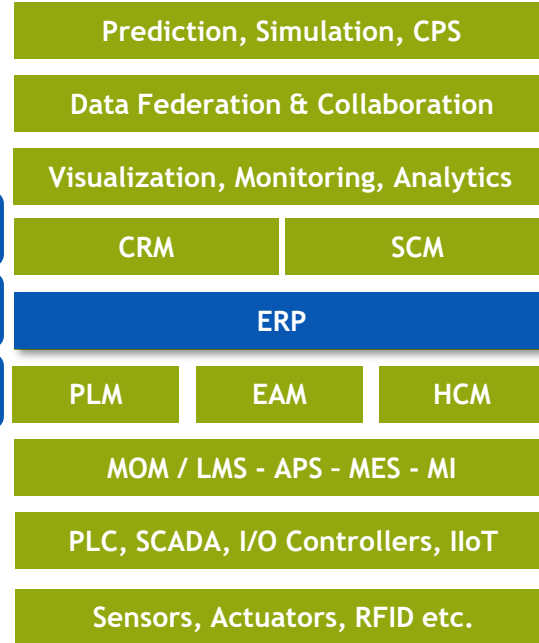
Tecnology Alliance

- Infor
- Microsoft
- IFS
- Oracle
- SAP

Merino's Dual Advantage



VERTICAL SYSTEM INTEGRATION



HORIZONTAL BUSINESS PROCESS INTEGRATION

SERVICES



SERVICES OFFERINGS



Consulting Services



ERP Readiness and
Health Check



ERP Implementation



Application
Management Services



Manufacturing
Excellence



Migration / Upgradation



Education & Training

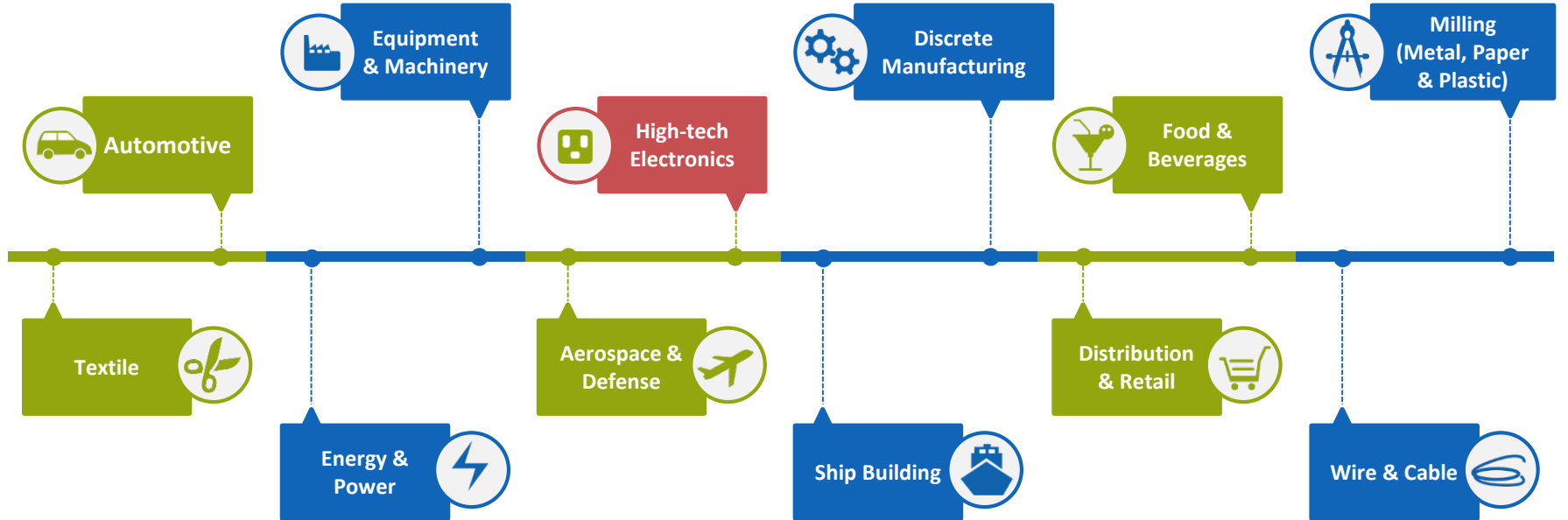


Staff Augmentation

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 a blue ocean. A semi-transparent grey banner is overlaid on the left side of the image.

INDUSTRIES FOCUS

INDUSTRIES FOCUS



Did you know?

Infor delivers more supply chain solutions than

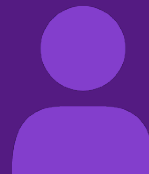
any other ERP in the world

for high-tech and electronics manufacturers, distributors and suppliers



9 of top 10

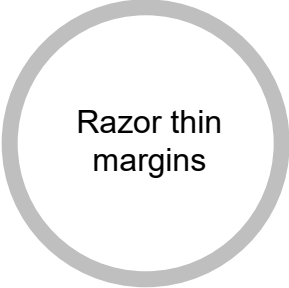
High tech companies in the world




5,500+

Customers

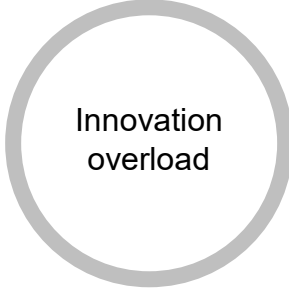
Business challenges we see




Razor thin
margins



Suppliers,
suppliers and
more
suppliers



Innovation
overload



Staggering
cost of IT

Business challenges we see

Increase
operational
velocity

Synchronize
your supply
chain

Differentiate
with new
product
technology

Reduce IT
costs and
increase
benefits

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 system alerts, including production shortfalls, sales order issues, and material non-conformance reports.
- Tasks:** A list of pending tasks such as approving requisitions and new items.
- Posts:** A feed of social media-style posts from colleagues regarding customer service and plant maintenance.
- Alert Distribution by Status:** A bar chart showing the frequency of alerts across different days of the week.
- Task Distribution by Status:** A bar chart showing the frequency of tasks across different days of the week.
- Trending Social Objects:** A line chart tracking the activity of various social objects (Customer, Purchase Order, Sales Order) over time.

| Day | Escalated (1x) | Other |
|-----|----------------|-------|
| Tue | 1 | 1 |
| Fri | 1 | 1 |
| Sat | 1 | 1 |
| Sun | 1 | 1 |
| Mon | 1 | 1 |
| Tue | 1 | 1 |
| Wed | 1 | 1 |

| Day | Escalated (1x) | Other |
|-----|----------------|-------|
| Tue | 1 | 1 |
| Fri | 1 | 1 |
| Sat | 1 | 1 |
| Sun | 1 | 1 |
| Mon | 1 | 1 |
| Tue | 1 | 1 |
| Wed | 1 | 1 |

| Time | Customer 000218 | Customer 000219 | Purchase Order 00041 | Sales Order 00010 |
|-------|-----------------|-----------------|----------------------|-------------------|
| 9:00 | 5 | 10 | 15 | 10 |
| 10:00 | 10 | 15 | 10 | 15 |
| 11:00 | 15 | 10 | 15 | 10 |
| 12:00 | 10 | 15 | 10 | 15 |
| 1:00 | 15 | 10 | 15 | 10 |
| 2:00 | 10 | 15 | 10 | 15 |
| 3:00 | 15 | 10 | 15 | 10 |

A photograph of a business meeting in a modern office. In the foreground, a conference table is visible with several documents, a pair of glasses, and a pen. In the background, a group of business professionals are standing and talking near a large window that offers a view of a city skyline at sunset. The scene is backlit by the sun, creating a warm, golden glow and silhouettes of the people and the office structure.

Meeting your business challenges

With an infrastructure that enables employees and improves processes

Making innovation work for you

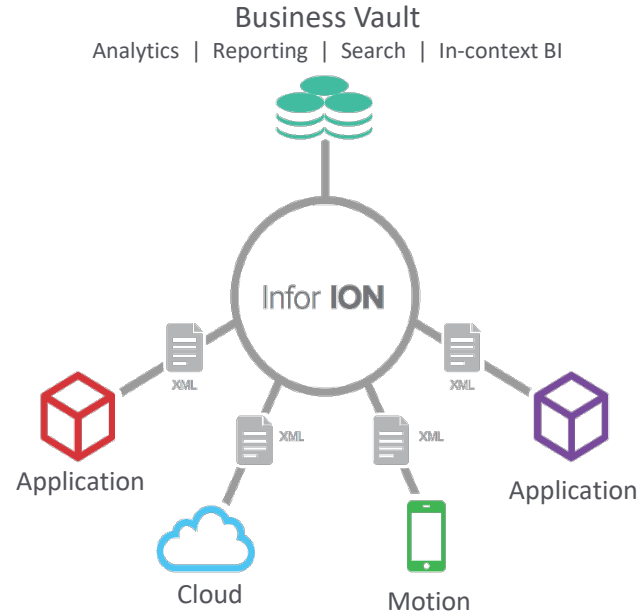
With an infrastructure that enables employees and improves processes



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

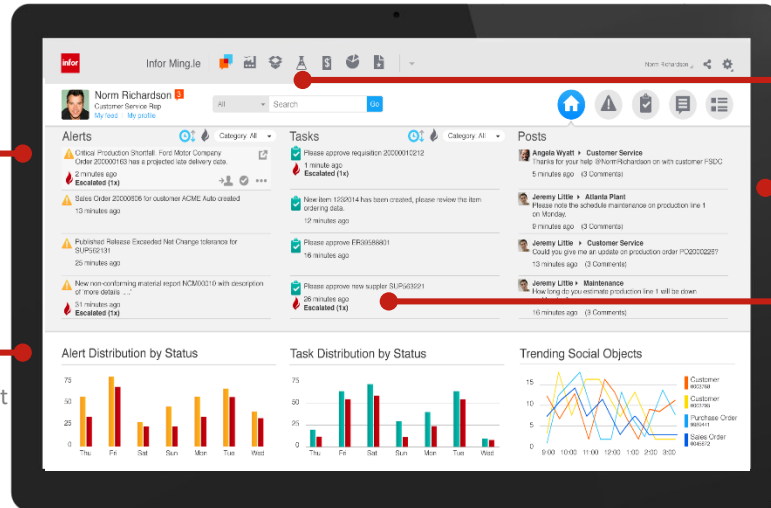


Insert customer result, ROI or solution highlight / fact

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 High-Tech and Electronics suite



Deep core ERP
Functionality plus vertical
extensions for:

Product Lifecycle Management

Contract Management

Enterprise Asset Management

Supply Chain Planning

Financial Management

Service 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
service

post
fragile
lorry
van

service
container
order
postal

logistics
transportation
business

courier
industry
vehicle
business
industry
postman
freight

container
logistics
truck

delivering
DELIVERY

transportation
parcel
cargo

package
freight
parcel
box

mail
cargo
box

mail
storage
postal

container
freight
storage

warehouse
transportation

service
industry
cooler
parcel
order
vehicle
express
moving

pack
express
business

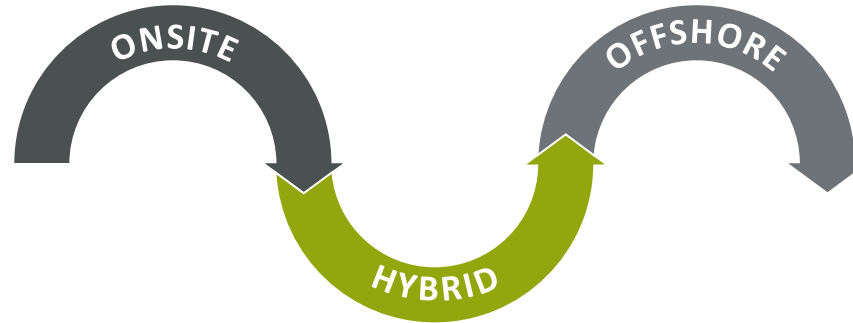
cargo
post

parcel
box
fragile

storage
postal
container
freight
storage

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

A man in a dark pinstriped suit and striped tie, holding a pen, with a world map background and a grid of person icons.

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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