



## Metasystems Newsletter

As 2011 has drawn to a close; our team would like to send out a tremendous 'thank you' to all of our business partners. We appreciate your trust and commitment to us and we want you to know, that we do not take our partnerships lightly; we are and remain steadfast in our commitment to you and to your success.

### 2011 Year in Review

Metasystems has had the privilege of continuing to add new business partners to our growing family in 2011. We welcome all of you and look forward to working with you! Metasystems' commitment, continued improvement for ICIM and our complete attention to customer service remains our top priority. We are proud of the long term partnerships we maintain. We do not just provide support: we listen, we learn, we improve and we enhance ICIM to meet the needs of our partners.

### 2012 New Year's Resolutions

Metasystems commitment to our partners is timeless. We know that without our partners that we would not be successful and we extend our thanks and appreciation to your help in letting us know how ICIM can be improved with functionality that you need. Project work with all of our partners is ongoing.

As new prospects are discovering Metasystems, their unique requirements many times are similar to the needs of our current partners; we have taken many of those requirements to the next level and applied new programming to the ICIM base package. We have added many new programs throughout the years that you may not be aware of. To ensure that you are using all of the functionality that ICIM provides, we would highly recommend scheduling a web review with our team. If it has been some time since you've seen a complete overview of the newest ICIM functionality available...please call Millie to schedule a personal review with our team: 1-800-788-5253 ext 3224.

### New Functionality: ICIM e-Commerce

The newest ICIM functionality expansion has been the integration of e-Commerce. We have been extremely busy these last few months working with a couple of our current partners to improve and integrate the capabilities of ICIM e-Commerce. These capabilities include: ability of your customers to place orders online, with your customers ability to view open orders, delivery dates and tracking of shipments. The costs associated with this would be the installation and integration charges; including customizing the look and feel interface as well as a review of processor or named user Oracle licenses in order to utilize this new functionality. We look forward to offering this functionality to more of our partners in 2012. Details of the ICIM e-Commerce capabilities will follow soon...

### Customer Reward Referral Program

Metasystems is putting the final touches on our new **Customer Reward Referral Program** for new prospects that you send to us (and a special reward will be awarded for those prospects who become our partners). We do not take your commitment to us lightly, and we want to show our appreciation for any help that you can provide to us in locating new partners that will benefit using ICIM. Details of this new program will follow soon...

### ICIM Web Conference

Metasystems will be planning our first ICIM web conference. We will be inviting all of our partners to join us for an overview, to showcase new functionality currently available in ICIM. After using ICIM for a time, many of our partners may not be aware of any new functionality that has been put into production; and we would like to introduce you to the new programs. The conference will allow us to hear from you and to learn what 'you' need, that will help to improve your business. As the details for the conference are finalized, we will be sending out the agenda, date of the conference and registration information.

From all of us at Metasystems...we extend our thanks, appreciation and respect to you all. We look forward to the new challenges you have for us ahead and we will continue to strive to keep you competitive within your industry.