

## SERVICES AND SUPPORT

The best technology in the world won't make a positive contribution to your bottom line unless your staff knows how to use it. In today's competitive business climate, one measure of success is how well you utilize your company's investment in staff and information systems. Multiview's single-minded focus is this: to get you and your company implemented successfully.

### MAXIMIZE YOUR RETURN ON INVESTMENT

Proper education is the key to maximizing the effectiveness of both human and information resources. Multiview provides a complete set of education, consulting and support services that help you implement quickly, easily and successfully, and thus optimize your return on investment.

To further help you maximize value, Multiview can provide technical assistance with interfacing, legacy data conversion, performance tuning, and hardware procurement.

### EDUCATION

Multiview courses are taught by experienced professionals—CPA's, Chartered Accountants and MBA's—who understand how best to apply the features and functions of Multiview products to your unique needs. Lectures, hands-on workshops, and in-depth discussions of concepts and techniques, guarantee that participants obtain a complete understanding of Multiview Financials.

Virtual public classes are held each month using our Web conferencing facilities. These seminars offer participants an opportunity to exchange ideas and experiences with Multiview experts and users from other organizations. Alternatively, customized classes can be provided, on your site or via the Web, to address your organization's specific needs.

### THE MULTIVIEW USERS CONFERENCE

The annual International Multiview Users Group (IMUG) conference provides another excellent education opportunity. Each IMUG conference includes several tracks of training seminars, delivered by Multiview staff, covering a wide variety of topics over a three-day period. IMUG gives you the opportunity to interact with like-minded Multiview users. Plus, you get a sneak preview of upcoming Multiview releases and new product features.

### CUSTOMER SUPPORT

Multiview's toll-free Customer Support is your first line of response to specific questions that arise once you are "live".

Our team is managed and staffed by degreed accountants who can quickly understand your question or problem. Customer Support provides your organization with a dedicated representative who will answer your questions, and take any necessary steps, including engaging any other staff required, to resolve your issue in the shortest time possible. The result is 98% of our calls are resolved in the same day!

### CONSULTING

Multiview offers consulting services to meet your individual needs. You can invite a consultant on-site or work with our experts via web and telephone conferencing facilities.

Inviting an experienced consultant onto your site can shorten your organization's learning curve. Further, your Multiview consultant can lend a hand with critical or special projects, or help you bring new employees up to speed should you experience personnel changes.

For day-to-day situations that may not justify the expense of bringing a consultant on-site, remote conferencing is a lower-cost alternative. Multiview staff can access your system and work on designated Multiview applications remotely. This way, their expertise can be applied directly and immediately to the issue at hand, whether it is planning the implementation of a significant change (e.g. a change to your organization chart), training new users, or designing custom reports.

*Multiview's single-minded focus is this: to get you and your company implemented successfully.*

## IMPLEMENTATION SERVICES

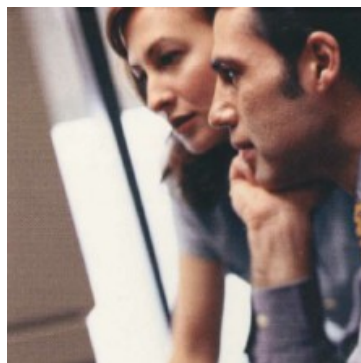
A carefully-planned and well-executed implementation provides the foundation for an effective financial system that meets your organization's needs. Multiview-certified Project Managers have the expertise to ensure success. They are financial experts (CPA's and MBA's) who have hands-on experience with dozens of application implementations. With our on-site implementation and consulting, Multiview experts work closely with your users to tailor Multiview to your unique needs. Our experts know how to make your implementation a success. The result is a financial reporting and management system that supports your corporate performance measurement needs.

*Multiview's consultants are financial experts—CPA's, CA's and MBA's—who have hands-on experience with dozens of application implementations.*

## CONVERSION AND INTEGRATION SERVICES

We can help you integrate our financial applications with your other key systems. Our consultants build interfaces to systems such as Payroll, Supply Chain Management (SCM), Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), job costing, distribution and sales order entry. These interfaces enable the resulting solutions to work together effectively, and eliminate redundant, error-prone data entry.

If your organization is just migrating to Multiview, we can help you move smoothly from your existing financial applications. You decide how much historical information should be brought forward into your new Multiview applications. We can help you transfer your historical data into your new Multiview financial warehouse.



## CUSTOM PROGRAMMING

We can help you attain a wide range of information management goals via our custom programming services. Many of our customers ask us to create special interfaces to Multiview applications, or develop standalone applications to accomplish company-specific objectives.

Multiview also partners with customers in joint ventures to create custom solutions. This can represent substantial savings to companies that require functionality tailored to their particular needs, and is totally integrated with Multiview Financials. We have skilled project managers, software architects, and software engineers with expertise in a variety of development languages and database environments.

## PERFORMANCE TUNING

Our technical experts can review your systems and tune your processing environment to optimize performance. We can demonstrate the use of Multiview's built-in tuning facilities, and recommend proven techniques for improving response times.