

SPECIAL POINTS OF INTEREST:

- Overview of MSD
- Tips on Emortelle
- User Group Meetings

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Welcome to the MSD Newsletter of information related to MSD software solutions, research and development, support service activities, future plans, events and the like.

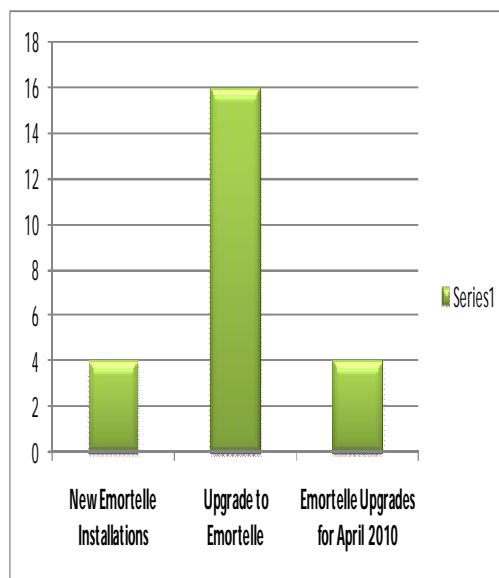
MSD has been in business for the past 26 years and continues to be the leading provider of software solutions.

MSD is happy to have met the complex needs of the region's leading financial organizations through the provision of quality integrated software solutions. Having obtained a market share of 75% in Trinidad and Tobago and overall over 50% regionally we are committed to ensuring organizational success and are geared towards meeting all our clients request which is in alignment with our company's Mission .

Emortelle™ Update



Since our last newsletter, with the introduction and launch of our Flagship product Emortelle in 2009, we are pleased to announce that over twenty credit unions regionally are enjoying the features of Emortelle and they are very pleased thus far. MSD is presently working on the necessary arrangements for upgrades during April and thereafter. The Emortelle statistics are as follows:



Emortelle V 8.0 Features

Not with Emortelle™ - these are some of the features you are missing

Take advantage of the wide array of features within Emortelle (based on CUMIS Thin Client Technology). Emortelle is a new and efficient technology that encompasses the best of operating platforms, the stability and low maintenance of a Linux based server and the user-friendliness of the Windows client GUI. However, those users who prefer a Windows Operating System can replace the Linux Server with a

Windows Server. The benefits of upgrading to Emortelle version 8.0 are numerous. In addition to all of the features of CUMIS Plus version 7.0, some of the additional features of Emortelle version 8.0 include:

- ◆ Multi Document Interface (MDI),
- ◆ Report Builder,
- ◆ Seamless integration of GIA, ATM-online, Shared Branching.

Benefits are:

- ◆ Increased Productivity,
- ◆ Faster response time,
- ◆ Ease of Use,
- ◆ Better Integration with Microsoft Office,
- ◆ Elimination of Emulation Software.
- ◆ Electronic Document Storage

Ask about our ATM Online

Emortelle Enterprise™

Better manage your members as well as your staff and payroll with Emortelle Enterprise™

This software will allow your organization to fully integrate Human Resource and payroll.

Human Resources Module:

This module is used to manage employees' personal information: Address, Job title, Salary frequency etc. It includes a private option to restrict access to employees' information such as salary. It also allows for the application of leave by staff via a Self Service Option. Staff members are also able to view their leave activity and balances.

Staff Payroll Module:

This module is used to generate employees' time sheets, process employees' salaries, generate reports based on frequency etc



Future Plans for Credit Union

MSD is in the process of discussing with the management of credit unions the integration of key management reports into Emortelle. This has become necessary due to the new reporting requirements outlined by Central Banks throughout the Caribbean region.

Importance of the Online Support Systems (OSS)

The importance of OSS to MSD has increased dramatically over the past two years. MSD's OSS solution plays a critical role in enabling network optimization, accelerating service and increasing operational efficiency.

The OSS helps MSD in maintaining a comprehensive and overarching monitoring system. It allows us to manage client's problems and modifications; clients requests; manage tickets; manage customers; manage databases and the like. Thus, it is advised that all clients utilize the

service provided. In doing so the importance of proper selection by users in terms of type and affected modules is also of utmost importance for MSD's support team to respond in the most effective and efficient manner in identifying and correcting the problems.

Ask about our

- ◆ IVR
- ◆ GIA
- ◆ Shared Services

EAT RIGHT TO WORK AND WIN



Healthy Foods

Health and Wellbeing Initiative *"healthy workers healthy organizations"*

Health and Wellbeing Initiative is now being developed by MSD as it is seen as a rudimentary motivator and requirement for making our organization succeed.

Increasing organizational health and wellness now incorporated into MSD's culture is believed to be the most influential catalyst for promoting a happy and more

productive workplace, decreasing stress, promoting healthier lifestyles and staying ahead of competition.

"Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity" -World Health Organization, 1948



WORK OUT!

Emortelle Frequently Asked Questions

➡ **Question:** What is the main difference between CUMIS and Emortelle?

Answer: Emortelle allows you to have multiple screens open simultaneously.

➡ **Question:** Can I build my own reports within Emortelle?

Answer: Yes you can, via the report builder module.

➡ **Question:** Is there a facility in place to monitor large deposits?

Answer: Yes there is, via the unusual transactions module: **location:** Report/Management/Unusual Transactions

➡ **Question:** If I am using Linux can I upgrade to Emortelle?

Answer: Yes you can

➡ **Question:** Can Emortelle run on a Windows Operating System ?

Answer: Most definitely , 99% of the current users are using Windows Operating System

New Staff Developments



Congratulations to Mr. Collinsworth Howard who has been promoted from the post of Manager, Corporate Planning and Product Development to **General Manager**. Mr. Howard joined the MSD's team on March 1st 1995 and within the 15 years of service has contributed significantly to MSD's growth and development. We would

like to generously thank him for the wealth of knowledge and experience he has brought to MSD. Mr. Howard holds an MSc. in Strategic Business Information Technology and is PMP certified and has 20 plus years of experience in the ICT industry



Collinsworth Howard Msc. SBIT, PMP
General Manager



Hat's off to You!
Mr. Howard



Monica Sindy Ramdial Bsc. ISM (Hons)
Office Manager



MSD warmly welcomes a new member to the management team, Ms. Monica Sindy Ramdial as the new Office Manager. Monica joined the MSD team on March 8th, 2010 and brings with her a background in Information Systems and Management and she is actively pursuing a Henley Masters degree in Business Administration (MBA).

MSD is saddened by the loss of one of its key Support Staff, the late Shawn Louison. Shawn joined MSD on October 15th, 2002 and worked tirelessly until his sudden departure on February 2nd, 2010.



Shawn Louison RIP



You will indeed be missed by all of us here at MSD and customers but now you are sleeping with the angels and living with God



ABOUT US

Established in 1984, with over 130 clients throughout the Caribbean, MSD is the market leader in the development and support of multi-platform Management Information Systems software for financial and retail institutions. We provide high performance, customized software solutions, and extensive support and training for our clients thus, enabling them to promote operational efficiency and organizational effectiveness.

We offer the following services:

- ◆ Software Development,
- ◆ LAN and WAN,
- ◆ Computer Hardware Sales,
- ◆ Consultancy.

Some of our software product front-runners are:

- ◆ Emortelle,
- ◆ CUMIS Plus (Credit Union Management Information Systems),
- ◆ iBOS (Integrated Banking On-Line System),
- ◆ WinPrint (Unix to Windows report previewing and formatting utility)

“Committed to Software Excellence and Integrity”

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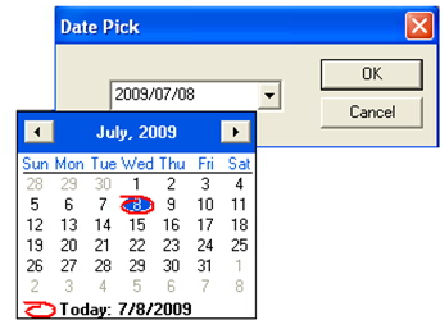
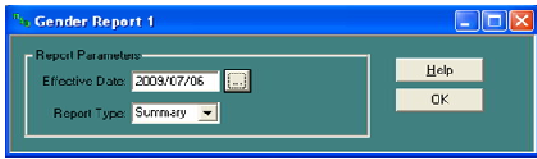
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Emortelle TIP on Date Picker for date entry

Entering a date has become much more intuitive since you can pick a date from the calendar using the <...> radio button in the date field.



When the <...> radio button is pressed, the Date Pick dialog box appears on screen. Use the drop down box in the Date Picker to open the calendar from which you could make a date selection.

Our Technical Support

Need Support?

For further information, please contact us at info@msd-tt.com. Our dedicated and hardworking support team are standing by to assist you with your queries.

Technical Support:

Shawn	Mills	s.mills@msd-tt.com
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Senior Business Analyst:

Vashti Paul-Khan v.paul-khan@msd-tt.com



UPCOMING EVENTS

User Group Meeting

- Trinidad– Friday 6th August
- Eastern Caribbean countries & Bermuda– Friday 13th August
- Jamaica– Friday 20th August
- Belize- To be announced

Any Comments ?

Please feel free to email your comments on the newsletter to newsletter@msd-tt.com: the type of articles you like, the ones you don't read, new features you will like to see etc.

Feedback from everyone is always welcome.