Happy Holidays

MSD truly appreciate your business, and we're grateful for the trust you've placed in us throughout the years. Thank You!

MSD
MICRO SOFTWARE DESIGNS

Newsletter

Volume 6 Issue 4   **December 31st, 2010**

Special Point of Interest

* Emortelle TIP on ML & GL Viewing
* Employee Focus: New Additions to MSD Expert Team of HR Personnel.

CREDIT UNIONS GIVE YOUR MEMBERS

It's so *EASI* with,

(Efficient, Accessible, Secure and Integrated)

EMORTELLE

AAA EFFECT PRODUCTS
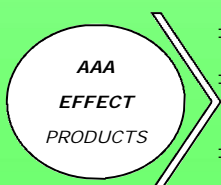
⇒ **SHARED SERVICES (SS)**

⇒ **INTERACTIVE VOICE RESPONSE (IVR)**

⇒ **ATM ONLINE**

⇒ **GLOBAL INFORMATION ACCESS (GIA)**

SHARED SERVICES

Allows a member from a participating organization to transact business (make enquires, deposit and withdraw funds) at another participating organization, consequently, reducing transaction cost while promoting economies of scale.

INTERACTIVE VOICE RESPONSE (IVR)

Allows members fast, reliable and convenient access to perform account enquires, account transfers and receive alert messages on their land-based or cellular phones.

ATM ONLINE

Allows members fast, secure, convenient and reliable access to their accounts via Debit or Credit cards from ATM networks locally and internationally.

GLOBAL INFORMATION ACCESS (GIA)

In a world where convenience and accessibility are key ingredients to customer retention. GIA allows members secure access to their funds anyday, anytime from anywhere
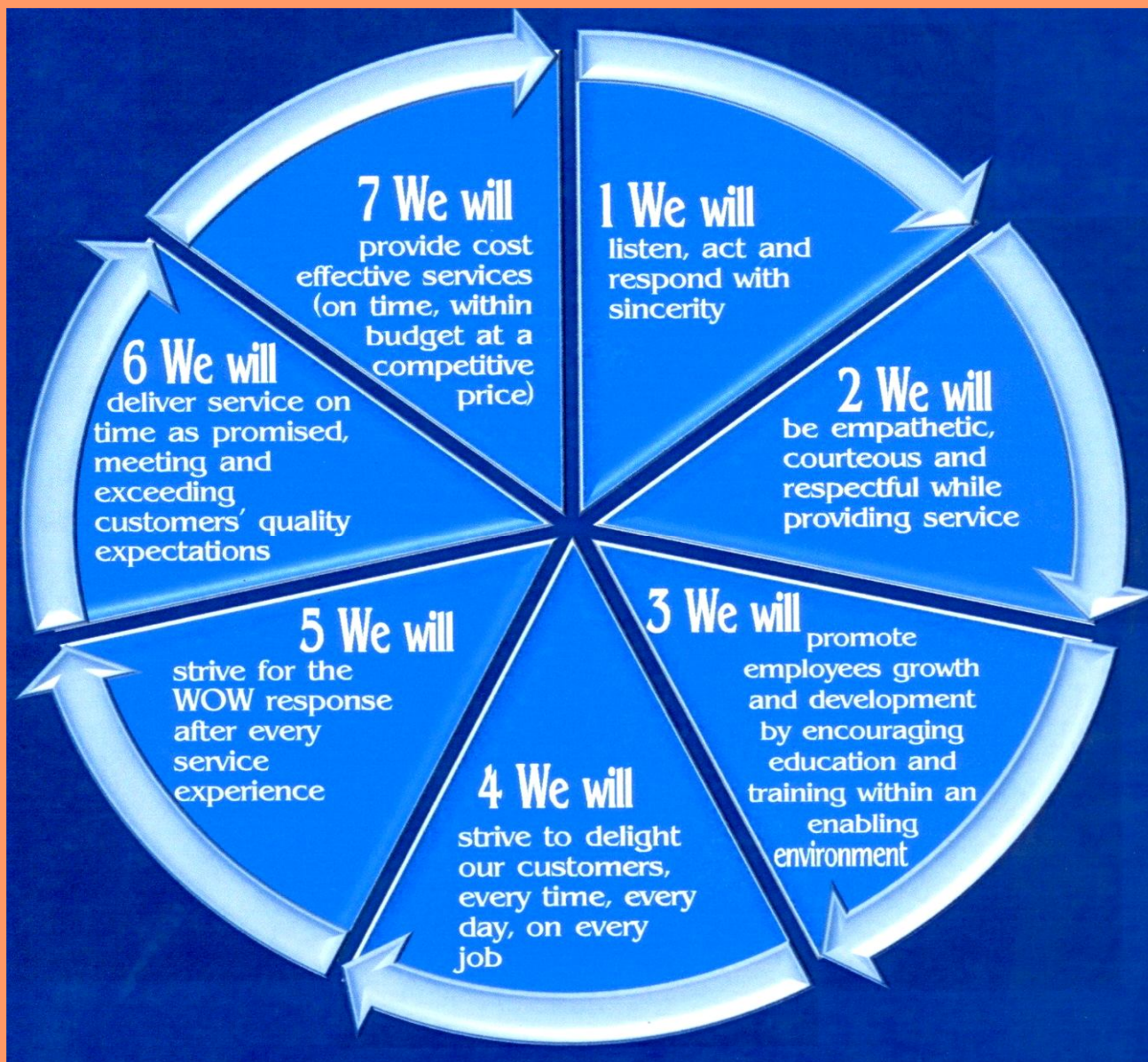
MSD 7 STEPS TO EXCELLENT QUALITY CUSTOMER CARE

7 We will provide cost effective services (on time, within budget at a competitive price)

1 We will listen, act and respond with sincerity

6 We will deliver service on time as promised, meeting and exceeding customers' quality expectations

2 We will be empathetic, courteous and respectful while providing service

5 We will strive for the WOW response after every service experience

3 We will promote employees growth and development by encouraging education and training within an enabling environment

4 We will strive to delight our customers, every time, every day, on every job

In recognition of the Holiday Season, the management and staff at MSD extend to you our loyal and dedicated customer in Trinidad, Tobago and throughout the Caribbean islands and by extension the world, an eventful and blissful Holiday Season.

We will like to reassure you that the necessary steps as identified above are being undertaken to ensure *'Excellent Quality Customer Care'* from 2011 and beyond.

As the Holiday Season is upon us, we find ourselves reflecting on the past year and on those who have helped to shape our business in a most significant way. We value our relationship with you our valuable customers and look forward to serving you in the years to come.

May your Holidays and New Year's celebration in whatever form it takes whether in church, with family and friends or "living it up", be blessed with Light, Love, Righteousness, Peace, Health, Joy and Hope. May the year 2011 be marked by Simplicity, Serenity and Spontaneity.

USER GROUP MEETINGS

Eastern Caribbean/Barbados users group meeting was held at the St. Vincent Cooperative Credit Union League on 15th October from 10am to 5pm. Over thirteen (13) Credit Unions attended. Where as, Jamaica users group meeting was held on Friday 19th November 2010 at the Knutsford Court Hotel in New Kingston, Jamaica from 9:00am to 4:00pm. Over twenty-four (24) Credits Unions attended making these two events a tremendous success.

Presentations on MSD's E-Banking Solution GIA– Global Information Access and details of the OSS (Online Support Solutions) were done. The Networking session was excellent and very interactive.

As a result, a number of issues were addressed and clients who have upgraded to Emortelle gave insights into the exciting new features they are now enjoying.

Clients were extremely happy and satisfied with the extended hours for the user groups meeting. *What a Success!*

STAFF SECTION

MSD CHRISTMAS CELEBRATIONS

MSD's Christmas dinner was held on the of 4th December 2010 at the pool side Holiday Inn Express Hotel. Attendees were dressed in Christmas costumes & semi-costume theme and had quite an eventful evening consisting of lots of fun and Christmas games including a surprise magical show by one of Trinidad's best magician. All in attendance were joyful and in the Christmas spirit.

On 23rd December MSD's 1st parang group *"El Mejor de MSD"* filled the working environment with the sweet sound of Trini parang.

MSD Acknowledges Different Cultures

In recognition of the festival of light over darkness 'Divali' MSD Staff light the lamp of love within their hearts by acknowledging this festival & dressed in oriental Indian wear. The scale at which this festival is celebrated is a reflection of the underlying joy and enthusiasm of people and of the staff here at MSD.

Wellness & Safety Initiative Update

MSD has successfully completed Phase 1 & Phase 2 of the Wellness & Safety Initiative:

1. *Phase 1*-Vaccination of all staff against common Caribbean diseases

2. *Phase 2*- Staff was tested for hypertension and diabetes.

With regards to the Safety aspect MSD has successfully completed Phase 1: Ensuring staff and building are in a state of readiness to deal with fire & related disasters .

MSD
MICRO SOFTWARE DESIGNS

" Committed to Customer Satisfaction, Software Excellence, & Integrity"

"Technology Driven, Customer Focused."

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EMORTELLE TIP– ML & GL Viewing

Did you know that you can List the ML components when viewing a transaction in the GL?

For Example, if the user selects a GL reference number via GL>Uodate, he can click on the

List ML button, to view ALL ML transactions that contributed to the transaction in the GL.

This is useful for viewing Group ML transactions in the GL thereby eliminating the step for Users to generate the ML Transaction report.

ABOUT US

Established in 1984, with over 140 clients MSD has over two decades of experience in supplying customized software solutions and consultancy services to some of the largest financial organizations in the region.

MSD provides high performance, customized software solutions, and extensive support and training for clients thus, enabling them to promote operational efficiency and organizational effectiveness.

Major products and services:

Our Products include:

- Emortelle Enterprise and Standard (formerly CUMIS Plus).
- Integrated Banking Online Solution (iBOS).
- Interactive Voice Response (IVR) Module - Telephone Banking.
- Global Information Access (GIA) - Internet Banking.
- ATM On-Line integrated system.
- Remote Information Access (RIA).
- WinPrint (Unix to Windows report previewing and formatting utility)

Our services include:
- Software Development
- LAN and WAN Networking
- Consultancy

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.

Our Technical Support Team

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.

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Employee Focus

Kevin Branche joined the Quality Control department on November 25th, 2010

Daniel Legall joined the Technical Support Dep. on December 1st, 2010.

MSD would like to warmly welcome them to the MSD Expert Team.