

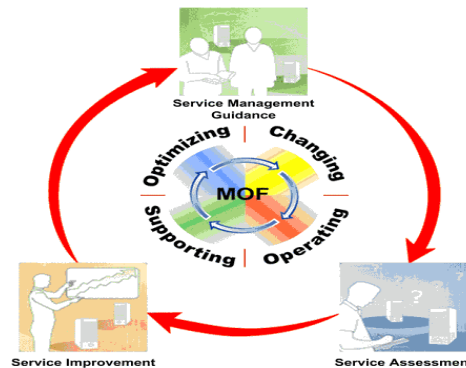
# ProServe Solutions, LLC

ProServe Solutions serves over 300 businesses in the United States and Canada. We are a professional services firm that provides companies with business solutions (software & consulting services) based on information technology that deliver results to the bottom line. Our Solutions include business software applications for consolidated inventory, financial, and supply chain management (ERP). In addition we have solutions for managing your customer relationships (CRM), ecommerce for selling goods over the internet, website content management, and document management for paperless office.

Our consulting services include process reengineering, systems implementation and support, custom programming, hardware support, and network services. Unique strengths in business management, relationship-building and information technology enable ProServe Solutions to work closely with our customers to find solutions that work.

Our success is hinged on our ability to understand our customer's business initiatives and to enable them to execute by leveraging technology. We have a proven methodology for the deploying, managing, and measuring the success of the technology utilization. Our clients can typically expect a 12 month Return on Investment on our solutions and services and expect to receive the following benefits:

- **Gain Market Share / Competitive Advantage**
- **Improved Service Levels & Customer Retention**
- **Reduced Inventory Costs**



## INDUSTRY EXPERTISE

We have been in business in Information Technology since 1983 with tremendous experience in many vertical markets.

## CUSTOMER SUCCESS

*"Without ProServe, we would not be doing the level of business we are today..we witnessed a 400% increase in revenue with a 33% reduction in labor costs."*

Jack Dick, President,  
Heiser

*"We experienced a 10% reduction in our inventory expense in the first year. ProServe did an excellent job of understanding our business and providing the right solution and services to be successful."*

Mike Rejewski, Controller  
Davis Electrical Supply

*"ProServe has always been there to help craft the solution. The best solutions have come out of the synergy of the relationship.*

*That is value."*

Mike Mumau, President  
Kee Safety

## Applications:

(ERP) Enterprise Resource Planning  
e-Commerce  
Relationship Management  
Warehouse Management  
Electronic Document Management  
Business Intelligence  
Email  
Logistics Scheduling

## Services:

Application Support Services  
Business Process Assessment  
Inventory Disposition Assessment  
Inventory & Capacity Planning  
Systems Health Check  
Service Level Optimization  
Network Services  
Hardware Support

## Tools:

Security  
Data & Systems Back Up  
Disaster Recovery  
Monitoring & Alerting

# Distribution Expertise

## TECHNICAL SUPPORT

We provide the first level of support at a Level 3 knowledge level so you can be assured that your calls will be answered by someone who knows your system and who can give you the correct answer the first time.

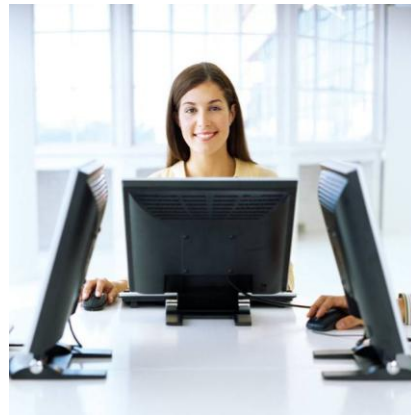
## LOW COST OF OWNERSHIP

Our solutions provide real and immediate benefits that provide a lower cost of ownership than most of our competitors.

## TURNKEY SOLUTIONS

We provide Solutions and Services so you can Optimize and Realize benefits to your organization.

For more information on any of our products or services please visit us on the Web at: [www.proserve-solutions.com](http://www.proserve-solutions.com)



## Do Business Better

For distribution companies the game winning strategy has always been finding ways to achieve new levels of efficiency, accuracy, and convenience that maximize resources and service to customers. As the financial and competitive pressures on distributors have increased in recent years so has the importance of leveraging an enterprise resource planning (ERP) solution designed to meet the business-specific challenges of the day. Today's enterprising distribution companies need an ERP solution that's easy to implement, easy to learn and easy to use. And the solution must be easy to configure so their business will have an ERP system that's able to address future requirements. Here at ProServe we have a variety of industry leading products available to do just that.

### Streamline & Automate Business Processes:

- Integrated vendor rebate tracking*
- Automatically upload vendor price changes*
- Supply chain integration with EDI / XML*
- Easily pull electronic copies of invoices, packing slips*
- POD's and purchase orders*
- Reduce costs of filing, retrieving, emailing, and managing documents and eliminate costs of preprinted forms.*
- Streamline high-volume purchasing*
- Faster look up times for non-stock and temporary items*
- Elimination of picking and shipping errors with bar coding, radio frequency devices and other integrated warehouse management solutions*
- Easily create vendor and customer price and cost contracts.*
- Utilize efficient quote to order and customer follow up processes to improve customer service*

### Industry Expertise:

- ✓ *Automotive Supply*
- ✓ *Electrical Supply*
- ✓ *Plumbing Supply*
- ✓ *HVAC Supply*
- ✓ *Janitorial Supply*
- ✓ *Industrial*
- ✓ *Lumber / Building Materials*
- ✓ *Medical Supplies*
- ✓ *Light Manufacturing*

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**PROSERVE**