? With all the consolidations in the software industry, what differentiates The Systems House, Inc.?

Since our founding in 1979, our focus has been in the Distribution Industry where we have a large base of installed clients. At this time, we remain the largest company dedicated solely to the needs of the Medical Distribution Industry. By targeting a specific vertical segment (healthcare) of the software industry, TSH avoids many of the potential pitfalls facing software development companies today. Our low overhead and highly technical staff allow us to be more agile than other companies when responding to software changes. Our focus in healthcare allows us to minimize the changes required to remain in the forefront of medical distribution software providers. As a result, we are able to thrive and grow in our market segment, insuring that we remain a viable partner for your company.

? What is included in the MDS System?

MDS is a fully integrated comprehensive software product incorporating all requirements of a distribution software package. Designed to operate in a multi-facility environment, it incorporates every phase of business activity including Purchasing and Inventory Management, Order Processing and Warehouse Management, Accounting and General Ledger, and Integrated E-Commerce.

? How are TSH and MDS tailored to the needs of the healthcare distributor?

Because of our focus on the healthcare supply chain, MDS incorporates specific features such as: customer and vendor contract management and rebate tracking, including the EDI submission of claims. Pharma requirements including lot control and serial number tracking with pedigree management, physician license tracking, DEA management and ARCOS reporting. Additionally MDS incorporates sales tools designed to service many healthcare market segments: Physician, Acute Care, Home Health, Long Term Care, Pharmaceuticals and EMS.

? How large a company do we have to be to implement MDS?

Because MDS is available as both an in-house as well as a Cloud/SaaS installation, TSH can service companies ranging in size from as little as 4 users and $1MM in sales, up to multi-company, multi-location companies with hundreds of users.

? What type of company is best served by MDS "Software as a Service" (Cloud/Saas)?

The Cloud/SaaS option is particularly attractive to smaller organizations that do not have in-house IT staffs, and anticipate rapid growth. The Cloud/SaaS approach allows a Customer to enjoy all the benefits of the MDS system for a low fixed monthly fee. TSH takes full responsibility for the operation of the system, including data backups. Further, Cloud/SaaS provides the ability to easily add users and capacity as the company grows.

? What kind of training is offered?

TSH can offer a combination of web based, customer on-site, or classroom training at TSH as appropriate for the customer's situation. Each installation includes a training budget that is tailored to the needs of the client.

? Will TSH help migrate existing legacy data into MDS?

TSH will assist the customer in converting existing data to MDS. In fact we have successfully converted customers from many other software systems such as QuickBooks, DDS, MAS90/200, Peachtree as well as custom systems. For customers able to extract the required data, TSH provides standardized spreadsheets to simplify the conversion process.

? What is the typical time frame for an MDS software implementation?

Depending on the scope of the installation, implementation is generally accomplished between 60 and 120 days after the start of the process.

? What happens when the new healthcare laws impact my business and how does MDS help?

Our maintenance program provides for complete on-going support with software warranty protection. Particularly important are the regular software updates we provide as part of the support program. The enhancements that are added to the MDS Software are guided by the input we receive from our user group, as well as from our participation in industry groups which keeps us abreast of the changing requirements that might impact our customers. **This is backed by our guarantee that all requirements of the healthcare supply chain will be incorporated into MDS at no additional cost to our customer.** This ensures that our customers will remain in full compliance of constantly changing industry requirements, and that MDS will remain the leading solution for the healthcare supply chain.

? What are the benefits of using a solution other healthcare supply chain members are using?

The rules of the road have changed. Managers, executives and CEOs who are trying to develop their strengths, knowledge, and skills to best grow their businesses need all the help they can get. The power of a peer group can make a pivotal difference. By aligning yourself with others in your group, using the power of shared knowledge allows you to benefit not only from your own experiences but the experiences of others. Problems and solutions experienced by others within the healthcare community generally apply to others in that same group. Enhancements added for one customer, become immediately applicable and available to other customers. Similarly, the business challenges faced by other healthcare supply chain members can be discussed at TSH forums, and a common solution can be defined and implemented.

? Can I customize or change my MDS system to match my business needs?

A hallmark of the MDS system is flexibility, and as such it incorporates a number of industry standard tools (such as SQL query and Crystal reports) that allow a user to easily extract data from the system, and to create customized reports and queries. MDS also provides simplified toolsets that allow the user to customize most screens and change the terminology to match your company's internal language. Lastly, TSH's professional services division is available to customize and enhance any area within the MDS system.

? Is the application source code available for purchase or escrow?

Yes, the MDS application source code is made available at no additional cost to the customer.

? How frequently does TSH release a major upgrade to MDS?

Major updates to MDS are released annually. Quarterly, we publish "dot" releases which we make available to customers for installation. These updates are installed at no additional cost to the customer as part of the maintenance support program.

? My clients are healthcare companies that expect shipments 24/7/365. Can MDS support a zero down-time environment?

MDS was designed from the ground up to be resilient and fault tolerant. Our database and software supports virtualization to protect the system from hardware failures, and fault tolerance to protect from operating system failure. In addition TSH provides 7X24 technical support as part of our annual software maintenance program to insure continued customer operation. For those customers utilizing our Cloud/SaaS offering, our Cloud Servers have provided uptime percentages (independently monitored) of between 99.874%. and 99.922%.

? What makes The Systems House the right software partner for your company?

Here is some of the feedback we have gotten from current healthcare supply chain Members on why they selected MDS software:

"The fact that the MDS system was developed and continues to be enhanced to support the needs of the community was the determining factor in our selection. If we were to select another partner, it would require major modifications and we'd spend a lot of time explaining our business to them."

"MDS is an enterprise wide solution covering all aspects of my business, it offers us the ability to get information to the right people throughout our organization."

"In today's business environment an advanced integrated ecommerce solution is not a luxury but a business necessity. The Systems House offers the best solution to maximize our growth."

For more information on TSH or MDS

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