

K9ERP SOFTWARE

ERP SOFTWARE CREATED AND PRICED FOR SMALL BUSINESSES
WITH THE FEATURES OF A FULL ENTERPRISE SOLUTION.

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K9ERP Value Proposition

With K9ERP, TechCM has solved the biggest problem Managed Service Providers (MSPs) and Resellers face in today's Cloud Services marketplace.

MSPs, Dealers and Resellers are using K9ERP to regain and maintain their competitive market advantage.

Increasingly, MSPs are becoming exponentially more protective of their customer base and access to customer principals. In the "old days," resellers were the primary contact for their customers for all service, support and billing for any software utilized in the customer's organization. The majority of these software programs were hosted on-site at the customer's location and directly supported and managed by the MSP.

In the current Cloud Services climate, MSPs are increasingly being forced to relinquish their customers and, more alarmingly, the control of their customers' solutions and services. The MSPs' ROI on sales, marketing and engagement efforts becomes marginal as Cloud providers take over the billing, servicing and management of the customers; eventually cutting the MSPs out of the client-provider relationship completely. Cloud providers can take over clients internally or move clients to another MSP with no obligation to inform or to continue compensating the originating MSPs, effectively breaking the customer relationship between the customer and the original MSP.

K9ERP's Customer Management Dashboard Eliminates the Underlying Customer Retention Concerns MSPs face with all other SaaS providers.

The three critical elements of Customer management for MSPs are built-in to K9ERP's Dealer Customer Management Dashboard: Complete Customer Ownership, Controlled Customer Contact and Managed Customer Support.

With K9ERP by TechCM, MSPs are in full control of all of their customer's services, licenses and tier 1 support. All of these items are managed directly through the dashboard by the MSP without the need for support from the K9ERP team. The software is white-labeled by reseller, encouraging customers to promote their use of [Reseller] ERP, not K9ERP, providing additional retention security for resellers.

A Whole New World for MSPs via Previously Unattainable Market

Because of its easy-to-use interface, simple implementation wizards and intuitive program functionality, Resellers that previously have stayed away from ERP services and complicated financial programs due to lack of experience or base knowledge of the concepts are now able to provide ERP solutions as add-on or full services to their customers. Security companies, data centers, IT service providers, technology services and anyone else that touches digital products can now confidently offer their customers this robust program, further solidifying the Resellers relationship with the customer.

Implementation Wizard

In K9ERP, the extensive implementation wizard walks customers linearly through every step of the implementation process; ensuring all modules are set up correctly and do not deviate from Generally Accepted Accounting Principles (GAAP)ⁱ – the standard for financial accounting in the United States. Most software programs fail due to incorrect implementations or overwhelmed users that just give up on the process.

TechCM invested extensive research and planning into these wizards to enhance the K9ERP experience and ensure that anyone can manage the process whether they have a financial/ ERP background or not. MSPs that previously stayed away from this type of software due to lack of industry knowledge are now able to offer this additional service to their customers with little to no additional education required.

Customer Management Dashboard

Create, Activate and Manage Customers

- All Dealers control their own customer base and any contact with the customers is directly through the dealer. Customers have no contact and/or relationship with TechCM.ⁱⁱ
- MSPs can spin up an instance for a new Parent or Child Customer through the K9ERP dealer dashboard. No additional tech support hours nor additional support costs are required (K9ERP competitors may charge up to \$10,000 per instance).
- MSPs can add or subtract customers at will.
 - This feature allows for the creation of unlimited Child companies. Useful for companies with multiple sites, franchises, branches or other separations that create the need for separate operating entities within the larger organization.
 - Each Child can be managed individually or as part of the Parent corporation.

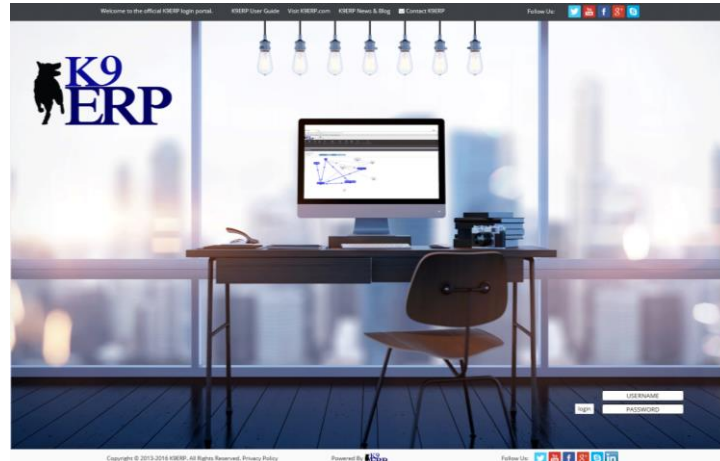
- All customers can be closely monitored for license integrity and overall usage as a whole or by Child.

Friendly URLs & Dedicated Dealer Dashboard

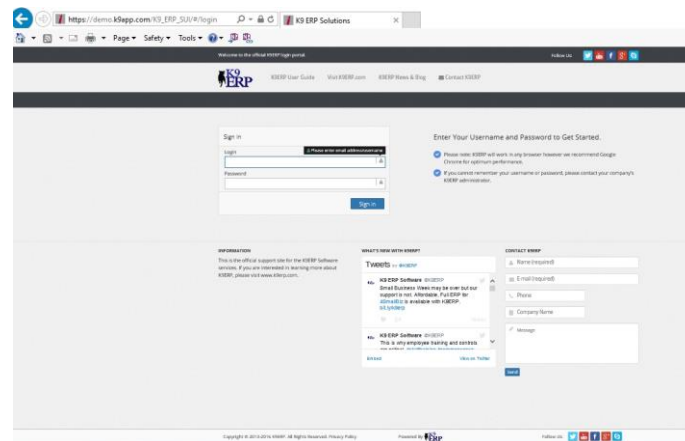
A base, friendly URL is established for each reseller upon joining the K9ERP partner program. Resellers can then utilize the benefits integrated within the K9ERP dealer platform.

- The base URL can be created to match the white-label brand name of dealer.
- Use and Assign Friendly URLs at will without additional support
- Each customer of Reseller gets their own URL on Reseller's domain
 - Example of friendly URL: CLIENT.reseller.com
 - Client URLs can be generated by Reseller on-the-fly.
 - This service is unique to K9ERP.
 - Competitive software either does not offer friendly URLs, only offers URLs on their domains (ex: client.PROVIDER.com or PROVIDER.com/Client) or has a singular login URL for all customers regardless of MSP or SLA (ex: login.PROVIDER.com).
- The K9ERP URL structure eliminates the need for resellers to procure multiple SSL certificates. One certificate encompasses all customers on the Reseller's base URL.
- With the use of the base URL model (instead of a sub-directory structure. Ex: company.com/client), 3rd party integrations or developments are made possible by eliminating or greatly reducing related security connectivity issues
- Login screens for all dealer clients can be customized or Dealer can choose to use a premade template. Pages are created with Dealer logo and information, including links to Dealer social media pages and/or main website, ensuring client is reliant on Dealer and Dealer is secure with their client base.
- Dealer login screen examples, next page.

- K9ERP – demo/ client K9ERP login



- K9ERP – basic login screen - no white label or graphics



Controlled Software Updates and Upgrades

- MSPs are able to manage when and to which customers updates get released
- MSPs can test new developments on a copy or test instance of customer prior to full release/upgrade allowing for troubleshooting prior to full release to customer.

Full Back-up and Controls

Data is only good when it is able to be accessed. K9ERP offers extensive back-up procedures and giving resellers the ability to access and revert to back-ups without additional assistance from K9ERP or third-party support.

- Automatic back-ups occur every 24 hours
- Back-ups are automatically generated prior to any update processing
- Resellers can restore client's data from previous back-ups as needed (no additional support required)
- If needed, manual back-ups can easily be run with no additional support or assistance required

Top Resellersⁱⁱⁱ

- *Financial Solution provider*, United States, all verticals
- *VOIP provider*, United States, all verticals
- *Hosting solution provider*, United States, all verticals
- *IT solution provider*, Florida, US, all verticals
- *MSP/Hosting provider*, United States, all verticals

Most small businesses need more than basic accounting software. Most of them could not afford the additional capital outlay . . . Until K9ERP.

K9ERP offers full enterprise ERP features at a price affordable to any business of any size.

K9ERP Background

History

TechCM has been providing IT, Software and Cloud Services to businesses of varying size and industry since 2002. Core components of the services provided include Accounting, CRM, Inventory, Warehouse Management, and ERP.

Increasingly, Clients were expressing their frustration due to their need for advanced accounting and other business management modules; yet the existing software on the market was either too limited or priced too high for most. For those companies that could afford the software cost, they couldn't afford the time and human resources needed for the standard implementation which took between six to twelve months.

In addition to end-user demand, an exponentially increasing gap in service offerings versus service need was identified at the Reseller or Managed Service Provider (MSP) level. With the growth of Cloud service offerings, MSPs began losing control of their customer base. The MSP was no longer the "face" of the solutions provided to Customers. Customers were increasingly invoiced and contracted directly with the software provider, effectively relinquishing the contractual and billing obligation of the Customer to the Cloud service provider and cutting out the MSP from the client-solution relationship. Despite the great expense and time spent by sales, marketing and executive staff of the MSP to acquire customers, Cloud service providers were billing customers, could assign customers to other MSPs or simply move the customer to "in-house" account status; all without giving notice or continuing any financial or contractual obligation to the MSP.

Development

A critical component of any software package is its scalability. From a development perspective, the basis of true scalability is a fully functioning User Interface (UI) with modification capabilities built-in. In addition, the underlying base coding and framework as well as the Software Development Kit (SDK), written in familiar and common programming languages that can easily be integrated with other systems and software programs is essential. K9ERP is written in C# and all databases are run by Microsoft™ SQL. Web components are HTML5 compliant, creating positive user experiences across all digital internet access devices (desktop PCs, laptops, tablets, smartphones, etc.).

A key component of K9ERP, the dealer portal, was created after doing extensive independent market research and then directly polling MSPs servicing varying verticals and providing diverse software solution offerings. Regardless of the industry served or solutions provided, all MSPs identified the same core needs: to be able to easily service and retain their customers while providing services that are of inherent value to the customer.

TechCM's internal team of programmers is based in the Hollywood, Florida main office and all programming and development is performed on-site. All K9ERP source code is directly created and owned by TechCM. All technical support and client services are provided by teams located in the main office, insuring all dealers and direct clients receive US-based, informed assistance with every request.

At K9ERP, the development team is directly exposed to client and reseller/MSP feedback in order to ensure each team member has a full perspective on not only the "what" needs to be created, but the "why" it needs to be so. This interaction provides an in-depth understanding of client needs and preferences and eliminates the common struggle often realized in other technology companies: sales teams versus programming teams.

K9ERP: Complete ERP Software

All modules are integrated across the program to create an accurate, synchronous information flow through all departments and work areas.

Full Accounting and Financials

All K9ERP financial functionalities are written to meet or exceed GAAP. K9ERP includes a full Accounting suite for complete financial management: Accounts Payable, Accounts Receivable, General Ledger, Invoicing, Sales Orders, Cash Management, Chart of Accounts, Sales Tax and Multi-Currency functionality.

CRM (Customer Relationship Management)

Customer information is consistent throughout K9ERP, allowing for a cohesive relationship between Customers and all departments within an organization. Companies can build truly automated end-to-end processes that help team members focus on what matters most: making each unique customer relationship extraordinary.

Integrated Customer information across all departments grants necessary personnel quick access to financial data (sales, invoices, quotes, receivables ...), contacts and communications, service requests, open RMA's and all other Customer-related information.

Features of the K9ERP CRM also include an integrated agenda and calendar, allowing for scheduling via the Customer interface or the calendar directly.

Inventory and Warehouses

All inventory in and out of the company is tracked via K9ERP's Inventory and Warehouse Management modules. Logistics management is done through detailed Inbound and Outbound service modules, creating a closed circle of inventory management. Parts, Part Classes, Part Families and all other designations, including custom ones, are easily created and managed with K9ERP. Unlimited parts can be created within K9ERP, giving companies the freedom to add inventory at will without having to delete older or less-used items.

Multiple warehouses, whether physical or virtual, are methodically tracked and managed within the K9ERP Warehouse Management module. Sales and Purchase Orders can be based on live Inventory on-hand, inventory on-order or a combination thereof, eliminating unnecessary overages and waste/spoilage.

Point-of-Sale

K9ERP has a point-of-sale module included, at no additional cost to the Customer. Every detail of a transaction is stored in K9ERP, eliminating the possibility of unknown cashier misconduct. Transactions are recorded into all other modules of K9ERP in real time, as they happen, so inventory on hand is always accurate.

Custom Reporting

K9ERP comes with hundreds of reports built in to the interface. Uniquely, any data point within K9ERP can be utilized with any other data points to create unlimited custom reports, on-the-fly.

K9ERP provides ground-breaking abilities for any user to create, run and save custom reports. Unlike competitive software programs, in-house users or admins do not have to learn complicated processes to "write a search" in a logic/language that can potentially take months to master, if at all. K9ERP's user interface grants any user the ability to instantaneously and easily create, run and save any report they desire using live, current data, across the entire company.

100% Cloud-based

The K9ERP system is hosted entirely within a cloud environment and accessible via the Internet through any functioning Internet-connected device. Management is afforded oversight 24/7 anywhere in the world.

TechCM is strictly a Software-As-A-Service (SAAS) provider and does not provide hosting services for Clients or Resellers. Hosting can be procured by the Client directly or provided through TechCM via data center partners that have been thoroughly vetted and tested to ensure K9ERP runs at optimum performance. Each recommended data center is also fully verified with multiple co-location points and on and off-site backup functionality.

K9ERP: Easy to Implement, Easy to Use

Lowest Total Cost of Ownership (TCO)

K9ERP is extremely competitively priced below the nearest market-level competitor, QuickBooks™ Enterprise^{iv}. QuickBooks' per user cost is higher than K9ERP's user cost yet does not provide the full features included with K9ERP. The nearest functionality-matching competitor on the market is NetSuite™, which starts at a price point that eliminates the possibility of use by most small and mid-size businesses. An overview and feature comparison is included in Figure 1.

Figure 1: Software Comparison Chart

	QuickBooks Enterprise - Platinum	K9ERP	NetSuite
Monthly Per User Subscription Cost (Hosted) – List Price	\$84 - \$178 (Discounts based on volume. Limited to 30 total users)	\$100	\$150-\$499*
US-based support	4am - 7pm PST + limits*	All	Varies (support levels based on additional cost)
Accounting	Limited	Included	Included
Upgrades	Included	Included	Varies (Based on tier)
Cloud-based	Available	Standard	Available
Custom Reports	Limited	Standard	Available (Admin training or additional cost required)
Inventory	Limited	Included	Available
Unlimited Parts	No	Included	No
Warehouse Management	No	Included	Available
Pricing	Limited	Included	Included
CRM	No	Included	Available
Multi-Language, Multi-Currency, Multiple Company & Locations	No	Included	Available
Workflow Management/ Controls	No	Included	Available
Advanced Pricing/ Costing	No	Included	Available

* NetSuite's base cost, additional per user license fees are included and vary based on multiple variables in modules ordered and users licensed for each module.

▪ QuickBooks's Support hours exclude occasional downtime due to system and server maintenance, company events, observed U.S. holidays and events beyond our control. Intuit reserves the right to limit each telephone contact to one hour and to one incident.

Quick Implementation - businesses can be up and running on K9ERP within 2 weeks.

Most Enterprise or ERP software packages require a six to twelve month implementation and extensive use of the Technical Support team, outside accounting advice and professional consultants; all of which are time-consuming and at a per-hour rate, very costly.

K9ERP's implementation wizard walks each company through the set-up process. GAAP standard methodology is built into the wizard, providing full compliance with minimal expense from consulting with Accountants or financial professionals. Each step is intuitive in its flow and allows for data, processes and other proprietary business items to be seamlessly created and/or moved into K9ERP.

Additionally, K9ERP features a powerful import/export system which enables large amounts of data to easily and accurately move in and out of the system.

Unlimited Scalability

No Limits on Data or Transactions

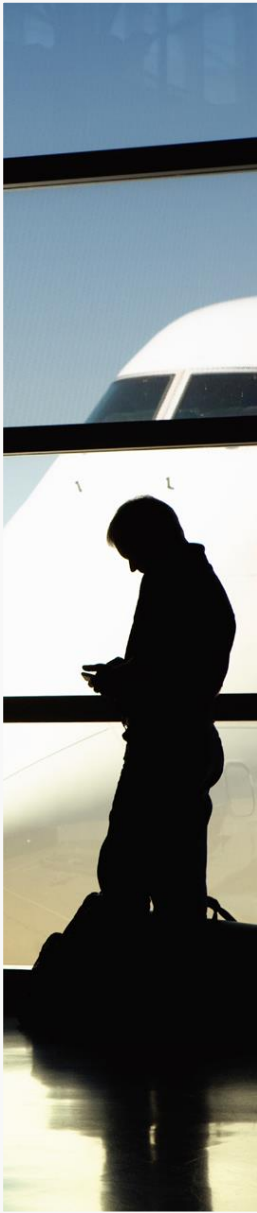
K9ERP is built without data or transaction limits, allowing companies to realize unlimited growth potential without having to worry about changing software programs or being forced into a costly version upgrade. Most accounting and ERP software programs on the market have built-in thresholds, creating a definitive ceiling as to how far a company can grow. In those programs, limits are placed on the quantity of parts, customers, vendors and many other transactional items due to a finite number of available part, customer, vendor, etc., numbers.

From its inception, K9ERP recognized there is no limit on how big or fast a company can grow. For this reason, K9ERP has no limits on data or transactions and is truly scalable with any company, of any size, at any pace.

Easy to Use

Intuitive User Interface

User views can easily be customized by user or by user group from the built-in management functions. Each user is presented with information directly related to their job function. Tasks, "to-do's" and available information is front-facing and navigation is organized by job function and process to facilitate the user experience.



K9ERP's cloud service model guarantees the entire organization is connected across town, across the country or across the world.

K9ERP: 3rd Party Services & Integrations

API

K9ERP includes a robust, fully functioning API which allows for simple or complex integrations with almost any third party software program on the market.

Active

K9ERP currently has active integrations with multiple companies providing services across varying verticals.

- Hosting Services
- Office365™ – Email Integration
- Gmail™ Integration
- Credit Card Payment Integration
- Barcode Reader Integration
- Email Marketing Service Integration: MailChimp™ and ConstantContact™
- Shipping: UPS & FedEx

In Development

The following items are currently in the development stages and full availability is anticipated by EOY 2017. The K9ERP solution is in progress to become a full Office Management Suite, integrating all services needed to operate companies and greatly reducing or eliminating the need for on-site IT services and expenses.

- Document Management Services
- Document Signing - Electronic Signature Services for Contracts, Orders and Other Documents
- Full Office365 Integration
- VOIP Integrated Services
- Payroll Services
- Google Calendar Integration
- Technician/Truck Scheduling and Dispatch

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References

ⁱ <http://www.fasab.gov/authoritative-source-of-gaap/#gaap>

ⁱⁱ If MSP ceases doing business, has indicated they are no longer capable of servicing its customers or whose K9ERP contract is terminated for any reason, TechCM will either assume the dealer's dashboard and customers or re-assign the customers to a different dealer for service and support.

ⁱⁱⁱ As of Q1 2016. Names redacted in compliance with Partner Program NDA terms and conditions.

^{iv} <http://enterprisesuite.intuit.com/products/enterprise-solutions/pricing/#top>