



## Corporate Information

### Serving Customers since 1986

Integral Group Inc. is an Application Service Provider that has created a first-class EDI service for any sized business. We've been in business since 1986 helping North American companies adopt electronic commerce into their day-to-day operations.

Our typical client is a small- to medium-sized business that is required to use EDI with their largest customers. We understand the challenges they face and offer our many years of experience to help our clients overcome the EDI technology gap. We work with hundreds of trading partners across many industries and are able to add new trading partners, large or small, in a short period of time.

EDI has gone through many changes over the years and there will be more changes in the future. Trading partners also change the way they do business and our clients have to be kept up to date. Integral Group will continue to adapt to changes in the future and we strive to continually meet the needs of our clients.

### Commerce Desktop: Our Flagship Service



Commerce Desktop is our flagship service that makes EDI possible with your customers. Using an Internet connection and web browser, you interact with Commerce Desktop to process orders, record shipments and send invoices to your customers.

Commerce Desktop provides everything you need to handle all your customers and their differing EDI requirements.

We recognize that technology can be very confusing for some of our clients. We demystify EDI in Commerce Desktop by emulating the way you run your business and using terminology that you use on a daily basis. Commerce Desktop handles all the EDI activity in the background and makes sure everything meets your customers' requirements. You can still look at the EDI details within Commerce Desktop if you like, but after a while you won't bother.

### Focus on Your Customers. We'll Focus on Your EDI.

It's easy to get caught up in technologies like EDI that cause you to lose focus on the most important thing—your customers. Commerce Desktop presents EDI to you in a non-technical way to ensure you don't waste valuable time trapped in EDI details. Commerce Desktop will help you focus on your business, not hinder it.

We built Commerce Desktop with some unique features that simplify doing business. For example each time you log-on, Commerce Desktop presents you with the latest orders from customers. There is no need to do a 'Send/Receive' every half hour to see if anything shows up. The same thing happens when you record a shipment or finalize an invoice. As soon as you click on 'Save', the document is turned into EDI format and sent to your customer. We adopt these principles throughout Commerce Desktop to ensure you have more time to focus on your customers while we focus on your EDI.

### Business without Borders

Integral Group is based in Canada and our clients are located throughout North America. Commerce Desktop works seamlessly whether you or your customers are located in Canada, the United States or both. In fact, most of your large

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customers have different EDI requirements for each country. We take care of handling those differences and you use the same Commerce Desktop service for doing business on either side of the border.

Being located in Canada has some cost advantages for both our Canadian and American clients because of currency exchange rates as well.

### A Technically Solid Product

Some people believe you can't make EDI 'user friendly' and offer a technically sophisticated product at the same time. We disagree. Commerce Desktop has evolved over a number of years into a finely tuned product that our clients like using. We pride ourselves on the attention we pay to ease of use and the technical infrastructure that lays beneath Commerce Desktop.

Our determination to keep Commerce Desktop a superior product is only enhanced by our desire to stay in tune with our clients. EDI should help, not hinder your business and we are doing our part to make Commerce Desktop a better product inside and out. Input from our clients into the future of Commerce Desktop is paramount to its continued success.

### Beyond the Technology

Quite often our clients need assistance that goes beyond the day-to-day use of Commerce Desktop. We offer project management, implementation and consulting services to help you get the most benefit from the technology.

We provide customized programming for many of our clients that have unique needs or operating environments. Integration into a back end business application is the service most often requested by our clients. No two integrations ever seem the same and we have yet to come across a business application that we couldn't integrate with Commerce Desktop.

## Customer Service is our Hallmark of Success

At Integral Group we have learned a great deal about EDI since our inception in 1986. What stands out most is that small- to medium-sized businesses need help understanding and implementing EDI with their customers. We built Commerce Desktop to help you conduct business on a day-to-day basis, but that is not enough. Providing good customer service before, during and after the first trading partner goes live is equally important.

Our Customer Service experts provide setup, training, testing and ongoing support for our Commerce Desktop clients. We are good at dealing with the intricacies of EDI and knowing how each of your customers does things a little differently. Our goal is to make EDI flow seamlessly between you and your customers and customer service is our hallmark of success.



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desktop®



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