

MEDI

Corporate Overview

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Since 1980, MEDI has specialized in providing technical expertise, hardware design and document management solutions in the microfilm and digitally based document industries. MEDI has also provided specialized services and solutions in the verticals of document conversion services, Check 21 (for the financial industry), disaster recovery for critical documents, bar code recognition, forms processing and many others.

Our current president Mr. James Altig founded MEDI and is nationally known for his understanding of our industry. He continues to contribute as we migrate toward new and improved ways to deliver state-of-the-art document and information management solutions to our client base. Mr. Joseph Castille partnered with Jim in 1985, bringing his experience in sales and marketing to take MEDI to the market place, and remain a leader in the vertical markets that we have worked with for over 25 years. Today Jim and Joe are still both active in the day-to-day operations at MEDI, and have built a staff of professionals in both sales and technical support to ensure that every client gets the highest level of attention from all that MEDI has to offer.

The strength of MEDI's approach is quite simple - **“take care of each client's request one step at a time”**. Whatever the question or concern is, we address it immediately, and do not move onto the next step in the process until that client is 100% satisfied. In the rare occasions that a client is not satisfied, MEDI strives to identify and resolve those issues - **“if a client is not happy, we are not happy”**. We never provide excuses, but instead offer solutions and answers to the questions that our clients present to us. We are committed to delivering the right products, solutions and answers to meet the unique challenges that our clients give us each day.

Our Clients

MEDI established clientele includes over 5,000 organizations in the Mid-Atlantic Region. Some of our clients are small, local organizations, and many are large federal, state and local government agencies. We are glad to deliver the services and solutions to every level of business or government.

Shown is a partial list of our clients:

**Library of Congress
State of Maryland
State Employees Credit Union
Peoples Bank
Garret County Health Dept.
Shock Trauma Associates
Office of the Attorney General
Dorchester County Maryland
Talbot County Maryland
Frederick County Maryland
Chevy Chase Bank
National Archives**

**Department of Defense
Commonwealth of Virginia
MECU Federal Credit Union
Bank of Willards
Shore Memorial Hospital
Advanced Medical Management
Town Of Smithfield
Caroline County Maryland
Kent County Board of Education
Talbot County Board of Education
Federal Title & Escrow
US Navy**

These and many others clients have experienced our personalized professional service, our client/partner relationship, our involvement in learning their unique needs, how we share our knowledge, and how we demonstrate our desire to provide the best service, solutions and commitment possible.

MEDI delivers a full spectrum of professional solutions and services, which will be an asset to any organization that wants to take their document and information management processes to the next level. As a normal part of MEDI's service, we stand by to provide the answers, services and partnership to include, conversion services, turnkey document management solutions, full-line of high quality scanners, ASP off-site storage solutions, and on-site technical support requirements.

MEDI Operational Capacity

Our Resource Base

Due to ever changing technologies and standards in document management solutions, at both local and federal levels, we have built a staff of professionals that understand these issues, and remain up-to-date to make sure that what we deliver is effective and compliant to the regulations that most vertical markets are required to follow. Each industry has its own set of requirements and we do our very best to know, understand, and build them into the solutions that we deliver. We utilize publications, training programs, and industry associations to keep our knowledge base current. As an example, if we are working with a financial organization, we know the retention schedules, security requirements, and managing requirements, so that when we are implementing a solution, we can assist in developing a Standard Operating Procedure for that specific client's needs. We utilize these resources for all client applications, either for on-site solutions or for services that we deliver from our own location.

Considering the different types of organizations our company deals with (federal, state and local government, medical, financial, and mortgage) we have at our disposal many different solutions that we can customize and develop to be a perfect fit for any application. We have seldom encountered an application that we were not able to understand and offer a cost saving, beneficial solution to the client. With a rapidly expanding and ever changing world of digital Enterprise Content Management (or ECM) technology, MEDI has established a reputation as being a client driven company dedicated to providing the most effective and efficient solutions that can be offered.

Our Offices and Organization

MEDI has its headquarters in Millersville, Maryland and has an additional office in Chesapeake, Virginia. These offices allow us to maintain our pool of both sales and support professionals that give us the coverage to support our client base in the Mid-Atlantic region. We easily and proudly deliver support to Washington DC, Baltimore, Richmond, Virginia Beach, Norfolk, and all other locations within Maryland, Virginia, Delaware and the District of Columbia. All administrative, management, training teams and system programming staff are located at our Millersville, Maryland office, and can be on-site anywhere in our region within hours when needed. We are well equipped to handle and address any issue that our client base presents to us. Some of these issues are mission critical and need immediate attention, while others are nothing more than a simple phone call for information assistance.

Our Fulfillment Process

Building a reputation of being a client-driven company, MEDI is dedicated to providing you, our partner, with the most qualified support team at all levels. Additionally, being able to say that we are your “partner” is a task that not many other companies can live up to. What does it mean to say that we are a “partner”? It means that we are committed from day one to be by your side in whatever it takes to make sure that you move towards a paperless office environment that is easy to use, includes the necessary security protections as well as built-in disaster recovery and back-up for a complete system.

We will begin the process by building a sound understanding of your actual document management needs. We will meet with your department managers and users to define those requirements. Each department may have multiple applications, and we will qualify and quantify each application to determine what the best way is to move your organization into a digitally managed solution. The solution will give you immediate access to your documents and information. Once we are both clear on the needs and requirements of these applications, we will proceed with the implementation of the solution. As we move through the project, we remain in contact to make sure that what we have delivered is exactly what you are expecting, and make any necessary adjustments or changes to ensure the project meets and exceeds your expectations.

Again, **“if you are not happy, we are not happy”** – it’s that simple. We perform the same rigorous and comprehensive process on every project we do. No matter what the size of the project is, these are mandates that everyone at MEDI must follow. This assures you that we have covered all aspects of your document management solution. Once done, we can be sure everyone is satisfied, we have delivered what you expect, and MEDI and our solution becomes a permanent part of your business practice. That is how we define **“Partner”**.

Our Services

As outlined in other sections of this document, we are a full-service organization offering and delivering records and information management solutions the Mid-Atlantic region.

Turnkey document management solutions
Full line of high end paper and check image scanners
Back file conversion services
Technical support services both hardware and software
Software programming and network support

By providing the above options, MEDI can deliver the right mix of products and services that you need. We are here to make your job easier, and doing so with a solution that doesn’t break the bank, positively affects your bottom line, and delivers a quick and effective return on your investment. We will become an extension of your organization and help meet your company’s crucial records and information management needs.

Our Cost Effectiveness

In closing, to remain competitive, most companies maintain a strategic mix of hardware or software solutions ready to fill what we call a “box order”. MEDI is committed to deliver a **“solution”**. We are not going to deliver a box to your doorstep and then say thank you. We will manage the project to make sure that it comes together, and functions as you would expect. We know this is critically important to our clients - and is the only approach we take. We are glad to compare our solution alongside any competitor. Our existing clients have found that we have delivered so much more value, and MEDI never “nickel and dimed” the project.

We are not asking you to spend more money, you are doing that already managing costly paper based files. Simply put, we are asking you to “invest” that money into a solution that delivers a proven path to end the waste of money and effort related to handling paper documents.

Let us show you how we can save you both time and money!