



**Review and Testimonial of Metasystems ICIM ERP Software  
Submitted to Capterra website**

Product Name	ICIM ERP
Version	- not provided -
Date of Purchase	10/01/2005
First Name	Bruce
Last Name	Alexander
Company	WinSystems Inc
URL	www.winsystems.com
Title	General Manager
Role	Buyer/User
Willingness to act as a referral	Yes

**Rating for: ICIM ERP**

**Rating System: rank the following categories based on a scale of 1-5 stars  
1 star = lowest and 5 stars = highest**

Ease of Implementation	4 Stars
Ease of Use	4 Stars
Features Richness	5 Stars
Customer Support	5 Stars
Meets Your Needs	5 Stars

<b>Overall Rating</b>	<b>4 ½ Stars</b>
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<b>Review Title</b>	We have been live with ICIM for over 3 years.
<b>Pros</b>	We ultimately selected ICIM because of the people and business methods of Metasystems. Most all other ERP packages are shrink-wrap; meaning that either zero or limited customization is available. One of our primary considerations was the ability to tailor the software to our unique operation. Metasystems offered the customization option and their employees provide vast experience and expertise over a broad industry spectrum. They were able to offer invaluable insight as a true partner in the definition and



	implementation of the package
<b>Cons</b>	As expected, the customization of the package could at times be challenging. There were several major issues encountered along the development and implementation path but the Metasystems programmers were always available (even on nights, Saturdays and Sundays as needed), friendly, knowledgeable and help to get us through all of the problems.

<b>Overall Recommendation</b>	<b>We have been live with ICIM for over 3 years and the best recommendation I can make is that I would make the same selection again.</b>
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