



# Vetech View



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## VETECH Software Services, Inc., Announces Merger with ImproMed, Inc.

On January 15, 2010, VETECH Software Services, Inc. merged with ImproMed, Inc.! The provider of the Infinity practice management software, ImproMed, has been serving the veterinary community with more advancements, products and services to help veterinarians run the most profitable and efficient practices for more than 30 years.

"We could not have chosen a better partner in terms of commitment to you, pursuit of technology excellence, and shared vision in the veterinary practice management software arena," said Joe Giardina – President of VETECH.

"Since 1982, we have prided ourselves on offering a state-of-the-art, turnkey system for the traditional or paperless practice, and we feel ImproMed's reputation to its customers and the entire veterinary community are exactly the fit that you deserve and desire," he added.

"VETECH Software Services, Inc. presents an outstanding fit with our (ImproMed's) existing technology. We are proud to inherit their history and character, and delighted that the company's products and customers are joining the ImproMed, Inc. organization. With this merger, both companies are able to offer a more powerful product utilizing the relationships from our vendor partnerships and our commitment to business longevity in the veterinary community," said Ron Detjen, ImproMed's President and CEO.

This merger will allow VETECH users to capitalize on the best parts of both companies. "The best part of this merger is that you don't have to do a thing. VETECH will continue to operate as normal and provide you the exceptional service you are used to. On top of that, you will have access to many additional benefits provided by ImproMed. This merger is allowing us to provide great service and even more benefits to you and we couldn't be happier about it," said Matthew Sanregret – Vice President of VETECH.

As a new member of the ImproMed family, you will receive immediate access to the following benefits, just to name a few:

- **Infinity Community Access Network 2.0 (iCAN):** ImproMed developed the iCAN 2.0, an industry-exclusive online forum, to provide users with the tools to better utilize their practice management software and enhance their overall veterinary practices. This forum allows Peer-to-Peer communication, direct access to ImproMed development and support staff, live and downloadable Webinars, ImproMed University and access to the latest software versions.
- **ImproMed Data Security Solution (IDSS):** As an offsite data storage service provided to subscribers, IDSS allows its members to automatically transfer and store important data from their clinic to a secure location at ImproMed.
- **RmCards:** RmCards.com is a free website designed to help the veterinary community send high quality, personalized postcards to each of its clients in minutes. Utilize the site to send appointment reminders, solicit new customers or initiate a recall. Visit the site to learn how to increase compliance while saving

## Quote of the month:

*"Never be afraid to try something new. Remember, amateurs built the ark. Professionals built the Titanic."*

- Author Unknown

## Upcoming Shows:

**Western Veterinary Conference**  
February 14-18, 2010  
Las Vegas, NV  
Booth #1052

**AAHA Conference**  
March 18-21, 2010  
Long Beach, CA  
Booth # 327



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- **Ongoing Education:** ImproMed offers ongoing education in a variety of ways including Onsite Education, Continuing Educations Labs, Webinars, Podcasts, and ImproMed University.
- **Hardware Equipment:** ImproMed sells a variety of computer hardware and supplies including: servers, workstations, printers, network devices, credit card processing devices and labels/label printers.
- **ImproMed Buyback Protection Program:** This plans allows you to purchase a guaranteed rebate for ImproMed to buy back a workstation or server purchased from us that you can then use in the future towards the purchase of an upgrade unit.
- **Analysts:** ImproMed’s Analysts are trained to specifically to handle hardware and operating system issues.
- **After-Hours Support:** ImproMed offers 24/7 Technical Support for businesses that need a reliable solution.
- **Developers:** ImproMed does not outsource any of its development, allowing us to better ensure the quality of the product you receive. It also allows us to better, and more quickly, react to changing business conditions and customers requests.

If you have questions about any of the benefits listed above, send an e-mail to [vetech@impromed.com](mailto:vetech@impromed.com).

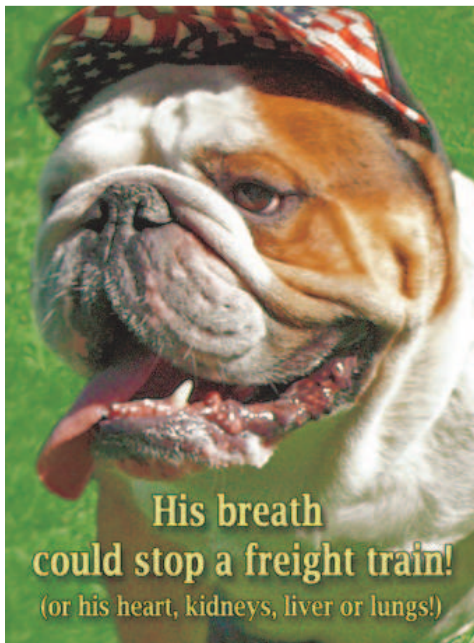
Although VETECH and ImproMed have separate histories, they have always shared one common objective: Customer Satisfaction. The entire VETECH/ImproMed team remains committed to this objective, especially now that they are operating as one company.

If you’d like to read more about the VETECH/ImproMed merger please visit [www.impromed.com/vetech](http://www.impromed.com/vetech).

In the coming days, you will receive an information packet regarding this merger, as well as details about the benefits you just read about above. We encourage you to take the time to read this booklet, as it will answer many of your questions.

We continue to value you as a customer, and we hope you will be as excited about this merger as we are!

**Promote Dental Month with RmCards.com!**



**Left to Right:** Matthew Sanregret, Vice President of VETECH; Ronald Detjen, President and CEO of ImproMed; Joseph Giardina, President of VETECH

***We’re on the Web!***

***See us at:***

**[www.vet-software.com](http://www.vet-software.com)**

**[www.impromed.com](http://www.impromed.com)**