

What are the system requirements?

Because this is a web-based solution, the only thing you need is an internet connection and Internet Explorer 6.0 or higher. Microsoft Office and broadband internet access is recommended for maximum performance.

Who owns the data?

Your data is confidential. Customers own their data and only those who have security access (login) can view your data. MetaFarms will not distribute or share your data with anyone. We can support private or peer group benchmarking.

Is my data secure?

We provide the best-practice security measures for your data and our software. This includes firewall protection to block outside access to servers and data storage devices as well as maintaining current backup copies of your data. MetaFarms uses Inflow, a highly secure and reputable data center located in Minneapolis, MN. For more information visit Inflow's website at <http://www.availability.sungard.com/inflow/>.

Can I get a copy of my data?

Yes, we provide a service that can send you complete copies of your integrated database on a frequency schedule you want (weekly, monthly, etc.).

What are the costs?

We charge a one-time setup fee and a monthly subscription fee that depends on the company size and the level of service you request.

What is included in the monthly subscription fees?

Software updates, technical support, backups, data storage, new product releases, user group collaboration and more.

What is the return-on-investment?

Return-on-investment is less than 12 months. We can provide you with an ROI model and analysis.

Am I too small...or am I too big?

Size doesn't matter. Whether you have more than 120,000 sows or market fewer than 10,000 pigs a year, i-Production works for you.

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Frequently Asked Questions, continued ...

How much do software updates cost?

Since we offer a web-based solution, every time you log in, you'll get the newest "version." Updates are part of your ongoing monthly subscription fee. In fact, you may not even know when updates happen; they are seamless. However, with each update we do email you detailed release notes.

Is there any downtime?

Our applications are available 24 hours a day, seven days a week. Our service agreement guarantees application uptime for at least 12 hours a day, five (business) days a week (6 am to 6 pm CST).

Is technical support available?

Technical support is included in your monthly subscription fee. Support is available online or via telephone Monday-Friday, 8:00 am – 5:00 pm CST.

What's next?

Contact Lisa Butler @ 651-905-7433 or lisabutler@metafarms.com to get started today. We can refer you to some of our current customers if you'd like to talk to them first-hand. We can arrange an on-site or on-farm demonstration. Or we can give you an over-the-phone/online demonstration.