

# EXCALIBUR

**News & Updates from Merlin Information Services**

Fall 2008

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**It's all about Training  
by Mike Dores, President**

In today's competitive marketplace, whether or not continuing education is mandated, keeping up to date with ongoing changes in our industry and newer technologies is a must. As professionals, we must always be working hard to stay "ahead of the game".

Studies show that the benefits of additional education are equal to or greater than the investment of time and energy. It's not enough to be "keeping up"... it's about getting ahead.

If you are serious about improving your job performance, earning respect from colleagues and customers, and improving your job satisfaction, consider how additional education can enhance your career. Continuing our education becomes increasingly difficult, and all the more imperative as we age and continue to compete for customers and sometimes even for our jobs.

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**Product Focus: Warrants Research**

**New low price - \$15.00**

Did you know that Merlin has access to an exclusive national database of outstanding wants and warrants? Recognized as the most reliable in the nation, this database is used by federal, state and local law enforcement.

Your order initiates a search into this excellent database and returns your results by e-mail within two business days.

Without question, this database is the best available reference for outstanding wants and warrants.

For more information about [Warrants Research](#), or any Merlin product, contact a sales representative at 800-367-6646 or [sales@merlindata.com](mailto:sales@merlindata.com).

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**Tips to Better Searching**

**Sorting your Results**

Did you know that you can sort the records displayed in every Merlin results list? Using this feature is easy -- just click on any column header (like Name or Address) to sort by the information


in that column! Click again and the sort order reverses.

Sortable results lists are especially beneficial with a large results list, as it groups similar records together.

This is another great Merlin feature not available from most other providers. Try it!

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### Introducing Merlin Wizdom - Free online video tutorials

Look for this icon throughout our website - 

Merlin is pleased to announce the release of its newest online training tool, **Merlin Wizdom**. These free video tutorials are designed to help you get the most value out of Merlin searches. We know this is a technical industry—our goal is to make it easy to use Merlin's products to more effectively support your business needs.

Links to **Merlin Wizdom** are in relevant locations throughout Merlin's website. Play and pause the tutorials at your convenience and watch them an unlimited number of times. At the end of each tutorial is an optional link to other tutorials or you may return to searching. The average length of a video tutorial is just three and a half minutes, and includes audio explanations and sample searches, so be sure to turn your speakers on!

Customer feedback has been overwhelmingly positive. Ron Janson of Janson & Associates says, "The user tutorials are the best thing since sliced bread! I am in my 14th year as a Merlin client and it is not too late to teach an old dog new tricks. Now I understand!!!! Great idea and a great help to the field investigator."

**Merlin Wizdom** currently features twelve tutorials, with plans to add more. Some current titles include "Searching by Name", "Searching by Address", and "Merlin's Link to America Results List." Access to the complete series is available in the **Merlin Wizdom** link at the bottom of the Main Search Menu.

With **Merlin Wizdom**, it takes just minutes to become a better searcher with improved results. And it's free!

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### Meet the Sales Team!



[Dana Gitchel](#)  
National Sales Consultant

Dana has been with Merlin for one year. She handles new and existing client sales and works with customers to ensure their needs are met through Merlin's service. Last year Dana and her family moved from Seattle to fulfill their lifelong dream of living in Montana. In her spare time, Dana enjoys spending time with her 10-year-old son and 4-year-old daughter camping, boating, and riding motorcycles.

[Todd Twete](#)  
Director of Sales

Merlin recently welcomed Todd Twete as Director of Sales. Todd's



resume is impressive, having served as Vice President of Sales & Marketing for several software and network integration firms, and as a Regional Manager for some national wireless internet service providers.

Todd is a "great fit" at Merlin, as he is able to combine his sales and marketing experience with his strong technology background. He's already proven to be a great addition to the Merlin team. When asked what he enjoys most about working at Merlin, Todd replied, "working with a talented group of professionals with a history of success".

Todd and his family have called Montana home for eight years and they enjoy the outdoor recreation in our area. In his spare time, you will find Todd camping, skiing, hunting, fishing, backpacking, cycling, or canoeing!

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### Upcoming Trade Shows and Conferences

Merlin will be at the following trade shows and conferences. Please stop by our booth and meet the Merlin team!

**November 13-16, 2008**

Professional Investigators of California  
Oxnard, CA

Be sure to stop by our hospitality suite at PICA for free beverages and appetizers on Thursday night beginning at 4:30 in the Baja Room at the Casa Sirena Hotel!

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### Community Support and Involvement

- Merlin's top-notch IT Operations team did some housecleaning this summer, and donated excess computer equipment to Kalispell Middle School.
- Merlin also offered financial assistance to the [Pennies for Peace](#) program that supports education of all the world's children.

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### Earn CEUs with Merlin's Online Seminar

To help satisfy licensing requirements for your continuing education, Merlin has been working to get its online seminar, "[Effective Use of Public Record for Skiptracing](#)" to be accepted for CEUs.

We're pleased to announce that this seminar is now accepted in six states -- GA, IA, KS, OK, OR, and TX -- for 2 Continuing Education Units for licensed private investigators.

We are continually working with various state agencies to lengthen this list of states, and expand to other licensing agencies. Check the website or contact your Merlin Sales Representative for new states as they're added.

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### It's all about Training - continued

Merlin does what it can for its customers in this regard. With the professional's busy schedule in mind, Merlin recently published a two-hour online seminar that you can easily attend from the comfort of your office. Watch the "Effective Use of Public Record for Skiptracing" seminar at your convenience, starting and stopping on your own timetable, anytime within 30 days of purchase. Merlin's new "Wizdom" tutorials are free, and available throughout our website - they are well worth

just a few minutes of your time. They're offered in short, concise audio and video format with good, relevant examples of best search practices. And as always, feel free to call Merlin Customer Service if we can help you in any way.

Professional development and training should be a lifelong commitment...think about it!

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#### Our Readers Respond!

We're always eager to hear from you. Please send your comments to [newsletter@merlindata.com](mailto:newsletter@merlindata.com).

Here's some feedback from our Summer newsletter...

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"I can't thank you enough for all the information you give to us. You have made it so much easier for us all!!"

Elizabeth Marchetti  
Marchetti Investigations

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"The format is great and we'll be using some of your information in our newsletter. I have gone to a different format, and the September issue will have some color. Your newsletter provides me with more incentive."

Joe Memolo, CPI  
ISPAG President

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Your opinion is important to us! If you have comments or questions about this newsletter, please send them to [newsletter@merlindata.com](mailto:newsletter@merlindata.com).

[Click here to establish a Merlin Online account](#)