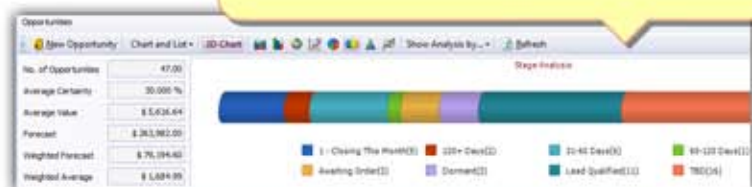


360° Customer View

Interprise Suite CRM gives you a 360 degree view of your customers and prospects with sales force automation, marketing management, document management and case management, along with real-time access to customer sales and payment history.

View what your sales pipeline looks like in real-time, complete with weighting that you define to match your sales methodology.



The screenshot shows a detailed customer profile for 'The Play Palace'. The 'Customer Information' section includes:

- Country: United States minor outlying islands
- Address: Sierra Hill, Redgate Street
- City/State/Postal: Surfers, WA, 90221
- Country: Lancashire
- Telephone/Fax: + (1202) 240 0302
- Fax/Ext: [Empty]
- E-mail: theplaypalace@play.com

The 'Recent History' section is currently empty. The interface includes navigation tabs for 'General', 'Setup', 'Contact', 'Billing', 'Analysis', 'Transactions', 'Recent Sales', 'Credit / Receivables', 'Ship To List', 'Relations', and 'Service Contracts'.

Easily create and associate quotes, notes, activities, cases, opportunities and communications with prospects and customers.

360° SalesView

Manage sales from your team's first contact through years of customer history. Analyze wins/losses, lead's "move aheads" through the pipeline and sales staff's individual and team performance.

360° MarketingView

Create, manage and analyze multi-wave campaigns. Import and manage lead lists. Create "target lists" for campaigns based on existing customer preferences and sales history, and/or lead lists and create mail merged direct mail, emails and faxes from them.

360° ServiceView

Complete case history, including calls, activities and associated documents. SLA tracking.

Enables Speed & Agility

An unlimited number of user-defined fields enable you to create, implement, manage and analyze strategies as soon as windows of opportunity begin to open.

"We need the ultimate CRM so we can give our customers the ultimate experience. That's why we use Interprise Suite CRM."

- Simon Bucknall, Ultimate Bikes

