

SuperOffice CRM 5.web



The World is your Office



SuperOffice®

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– The world is your office

Taking care of customers in a new way

Maintaining sound relations with your external contacts is the be-all-end-all in any company's success. Naturally, contacts need follow-up and follow-up takes time. SuperOffice has a track record of over 12 years in creating software to help you to be successful in managing your relationships. Research shows that over 90% of SuperOffice users are very satisfied with the functionality and have experienced the implementation as a worthwhile investment. In 2001 SuperOffice introduced SuperOffice CRM 5; a state of the art CRM for Windows application with full support for mobile users and branch offices. Now we introduce the web-based version of our successful CRM software. We fully built the system from scratch with the goal to have the proven functionality of SuperOffice CRM 5 run in a browser, without additional plug-ins etc. Now vital information about your customers, prospects and suppliers is consolidated in one easily accessible place. In an instant view you can recall full address details, contact histories, letters and fax correspondence directly in your Internet browser. The productivity gains from SuperOffice CRM 5.web are not conceptual - they are swiftly realized and easily measurable!

Who will benefit from CRM 5.web?

CRM 5.web is perfect for companies searching a web-based solution. It gives you and your colleagues access to current information in the office, at home or while away on business trips or while on vacation. Having staff geographically dispersed is often a headache for even the best of companies. CRM 5.web perfectly fits companies with multiple sites, where local IT resources are limited. SuperOffice CRM 5.web allows you to share current information by having it at your fingertips anytime and anywhere. No installation of software on the local PC is needed to run the CRM 5.web application. You are able to work with your contacts, projects, diary, activities, and documents – no matter where you are, as long as you have access to a computer with Internet access.

You may use SuperOffice CRM 5.web and SuperOffice CRM 5 for Windows together in the same environment.

SuperOffice CRM 5.web does not exclude the SuperOffice CRM 5 for Windows version and its modules. Which solution you buy is all about your needs. Selected functionality is different from CRM 5 for Windows, contact us for details.

You are dependant on the Windows client application to perform certain functions like system administration, mail merge and advanced reporting.

SuperOffice CRM 5 Reporter and SuperOffice CRM 5 Reporter Studio are available only as a Windows application. A set of standard Web Reports are provided in SuperOffice CRM 5.web.

The product is available in all SuperOffice CRM 5 supported languages.

The user interface

The user interface in CRM 5.web has its origin from CRM 5 for Windows. Even if a browser interface in some areas is fundamentally different, the basic principles for using CRM 5.web are the same as for SuperOffice CRM 5 for Windows.

SuperOffice CRM 5.web provides access to all information in your SuperOffice CRM 5 database. You can read, modify and add information to your contacts, projects, opportunities, selections, diary and activity list. You can also read, modify and create new documents. CRM 5.web has four main screens; Company, Calendar, Project and Selection. You move between these four screens using the Navigator.

Complete overview of company activities

With SuperOffice CRM 5.web you have seamless and tight-knit links between your people and your company's customers, prospects and suppliers.

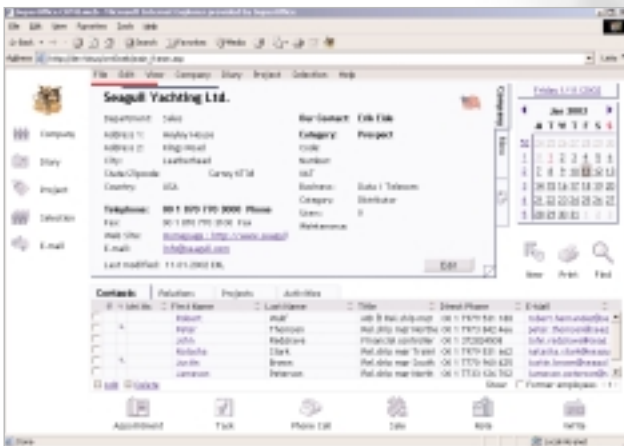
The Company card is a central part of CRM 5.web, and allows you to keep track of all interactions, giving a comprehensive overview of all contact-related information and information like Contact persons, Relations, Activities and Documents.

This boosts productivity, promotes company-wide teamwork and strengthens your customer relations. SuperOffice CRM 5.web provides all the relevant information at your fingertips – no matter who has previously dealt with a company or contact – and bridges the gaps between departments and business areas.

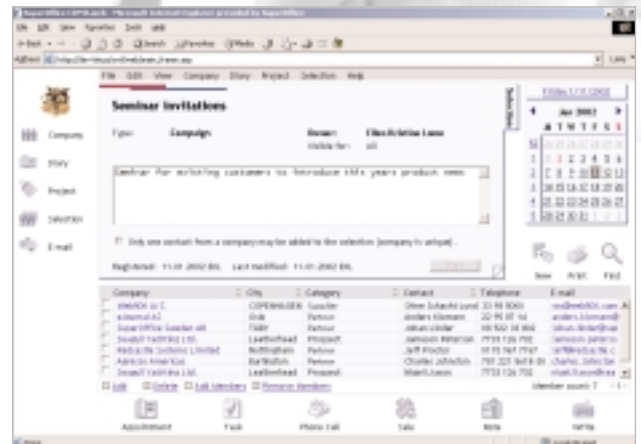
Sales managers benefit in their ability to have a total sales overview at any given moment. This lets them initiate actions at the right time. They also have easy access to sales reports by category, region, department, team or salesperson.

Marketing – segmentation and selections

Account managers and marketing staff will often need to work with specific selections of companies and contacts. This may include customers, prospects or partners within specific geographical areas. SuperOffice CRM 5.web allows you to home in on specific demographics.



The Diary is another central part of CRM 5.web. It gives you a complete overview of your and your col-leagues' scheduled activities. You can easily arrange meetings across entire teams. You may also reserve conference rooms, audiovisual devices and other company resources.



The perfect tool for sales and marketing

SuperOffice CRM 5.web is the perfect for anyone working within sales and marketing – including both staff and managers.

Working with Projects

The Projects part of SuperOffice CRM 5.web lets you work with many diverse companies on a singular objective. You can define your own projects and link specific activities, correspondence and sales from many companies to a specific project card.

Sales department

Your sales teams can single out the hottest prospects, monitor the sales cycle and print out forecasts and reports to help them at any stage of the sales process. SuperOffice CRM 5.web provides them with that edge to stay on top and increase pace to exceed their sales goals.



System requirements

SuperOffice CRM 5.web is available as a separate SuperOffice product.

To run SuperOffice CRM 5.web you will need the following hardware and software:

- SuperOffice CRM 5 version 5.0.50 or higher
- Microsoft Internet Explorer 5
- Microsoft Internet Information Server
- Microsoft Win 2000 Server
- Microsoft SQL Server 2000



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