POWER TO RUN YOUR BUSINESS

CRM Mid-Market Edition

Sales

Sage CRM MME provides organisations with the tools needed to sell more effectively. It is an easy-to-use application that provides thousands of sales users with instant access to diaries, accounts, reports, pipelines, contacts, and call lists - in short everything sales people need to get their job done. For an organisation all this information is rolled up, tracked and reported on giving continuous, meaningful and accurate reports on just how a sales organisation is performing.

Features

- Sales Forecasting & Reporting
- Management of Vital Opportunities & Leads
- Build & Maintain Customer Relationships
- Account & Activity Management
- Territory Management
- Enhanced Outlook Integration
- Graphical Reporting
- Escalation & Notification Alerts
- Quotes & Order Entry
- 'Stay on Top' Time Management
- Campaign Management
- Access Anywhere Anytime

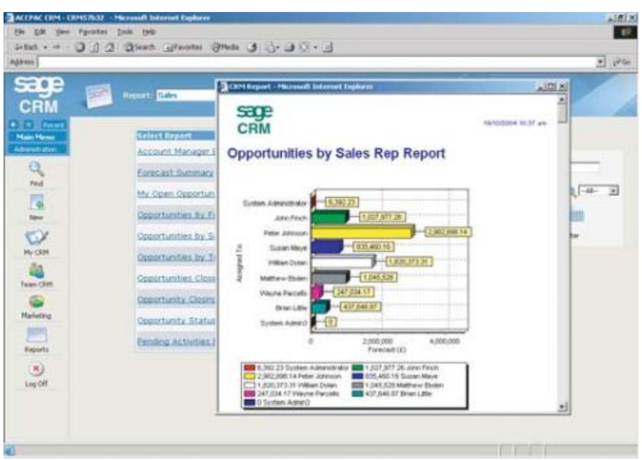
Improve Sales Performance

Sage CRM MME provides tools to help your sales organisation perform to its maximum. It provides productivity tools for individual sales people to let them concentrate on their primary purpose – selling. It allows them to find and retrieve vital information quickly and easily. It organises their time and saves effort on administration and search, frustrations that can kill the effectiveness of even the most diligent salesperson. It gives them access to analysis and an understanding of where they are in a deal, so that the target is always visible and the path to reaching it clear. Quotes and orders can be easily created and saved so they can be pulled again rapidly, preventing valuable sales time being spent on administration.

Manage Sales Groups More Effectively

For sales management Sage CRM MME delivers the reports every hour, every day, that lets you know how the team is performing, who's winning and who needs help. It eliminates the shocks and surprises that can destroy a good quarter. It allows you to organise teams and schedule calls with simple point and click technology that co-ordinates and fills diaries. It allows the sales and lead processes to be defined by you to suit your business. It brings control to your fingertips allowing you to sell lean and focus on the priorities.

With Sage CRM MME Sales Force Automation you'll have instant access to real-time sales opportunity analysis



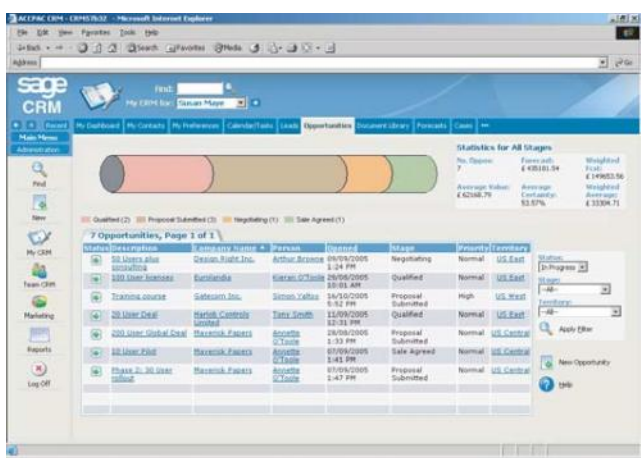
Maximise Sales Effectiveness

Sage CRM MME helps organisations to grow revenue more quickly, as it provides sales professionals with the tools to focus on the right deal at the right time. In addition, Sage CRM MME provides a snapshot of the sales cycle from first contact to final sale, allowing sales teams to effectively analyse and manage the sales pipeline. Access is given to the purchase history of every account so you can see what they bought and when. This allows purchase patterns and preferences to become clear allowing for greater certainty that the value of each deal is being maximised. This also helps build relationships as discounts can be checked and given without delay for regular customers.

A Familiar System/A Mobile System

Sage CRM MME is completely synchronised with Microsoft Outlook allowing users to stick with their familiar e-mail and contact tools but enhancing them through direct synch with CRM. Also Sage CRM MME features a simple fast and reliable laptop version that allows you to use the system whilst on the run and not connected to the home or office Internet. The synchronisation of the laptop client is extremely fast so time is not wasted getting back online and down to work.

Sage CRM MME provides a snapshot of all opportunities within your sales pipeline, allowing sales teams to effectively analyse and manage the sales pipeline



Sage CRM MME Sales Feature List

Sales Forecasting & Reporting

- Accurate, timely forecasts allow sales reps and managers to make their own assessments of all leads, ensuring leads are never dropped or lost
- Point and click reporting and graphs allow sales teams to access data for on-the-spot analysis and decision-making

Management of Vital Opportunities & Leads

- Sage CRM MME assists in the tracking of leads from first contact to final sales, ensuring time and energy is spent on the deals that are most likely to close
- Manage and analyse all current and historical account details, enabling your sales team to easily identify and recruit new clients and resell to existing ones

Build & Maintain Profitable Customer Relationships

- Deliver superior customer service by having the most up-to-date and complete customer information at your fingertips
- Information captured on your customers creates cross-sell and up-sell opportunities

Account & Activity Management

- Escalation and reassignment of leads ensure that the employee most qualified to handle the situation addresses your client's needs
- Configure alerts to trigger literature fulfilment, follow-up appointments, callbacks, daily tasks and much more
- Security level assignment makes sure only the right people see information relevant to them

Territory Management

- There are assignment rules to automatically route leads to the right sales rep based on territories. Create new teams and re-assign ownership
- Gain insight into sales effectiveness and performance by territory
- View marketing campaigns, response rates and associate sales revenue by territory

Enhanced Outlook Integration

- Continue to run your e-mail, diaries and contacts through Outlook with auto-synch recording all interactions in CRM
- All contacts, tasks and appointments can be shared between diaries in both systems to allow sharing of information
- View CRM entirely through Outlook, allowing users to see the benefits of CRM but using a familiar interface

Graphical Reporting

- Graphical forecasting and reporting features allow you to filter data any way you choose
- Use system default reports or easily create new reports with a reporting wizard that walks you through the process

Escalation & Notification Alerts

- Ensure business opportunities are never missed, by sending real time alerts to the right individuals based on their roles
- Deliver periodic messages to sales managers summarising critical opportunity and forecast information for their direct reports

Quotes & Order Entry

- Generate sales proposals automatically reflecting local customer currency, customs and taxes
- Access current product information, integrate with our accounting or your existing legacy systems and deliver the most up-to-date quotes

'Stay on Top' Time Management

- Onscreen reminders, notification alerts, automation of

Customer Self Service Portal

- Provide your customers with web access to their own 'customer portals' which they can access at their convenience 24/7
- Empower customers to log queries, make service requests, view the status of existing or past requests
- Customise your self-service portal to match the look and feel of your corporate identity, ensuring your corporate brand is kept consistent through all customer touch points

Escalation & Notification

- Set up rules to automatically escalate cases if not closed within a certain time period
- Receive notifications automatically when cases are not resolved within a certain amount of time
- Receive notification instantly through e-mail, web browser, phone etc

Ticket Tracking

- Never lose an issue/service request in the organisation through tracking and recording of all requests through all stages of response
- All issues are date-stamped at time of resolution or escalation for internal management and for external auditing of service success rates
- The representative working on the ticket is always visible as are any later representatives or managers as the request is moved through the organisation ensuring the ownership and accountability over requests as they progress

Call Compupac Business Solutions on + 353 7191 58700