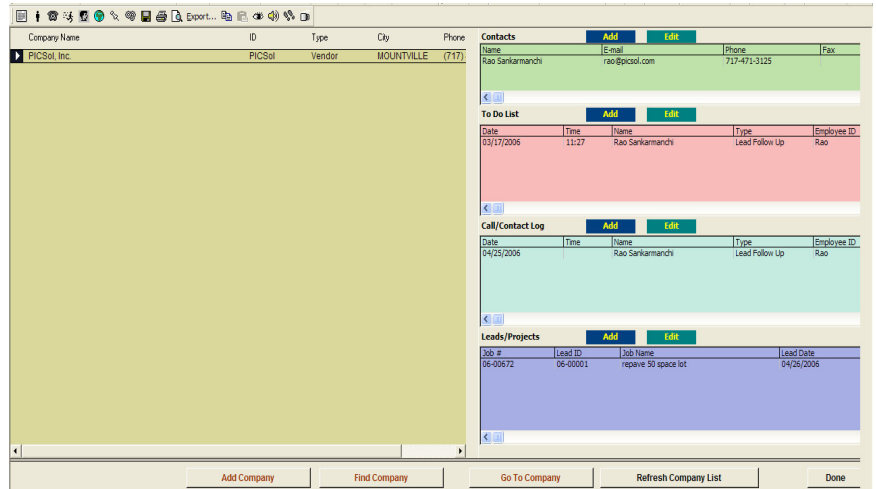


Innovative Customer Relationship Management

Your company's ability to track all your customers, contacts, leads and projects determines your success and your bottom line. If you can forecast sales, track your best customers, review various project/order options and develop excellent summary/management reports quickly and efficiently, you can focus more on getting the job done than on paper shuffling. We have developed a tool that makes tracking a project from a sales lead to a proposal and startup all the way through completion simple and easy.

Recognizing the fact that one size, out-of-the box software are not always the best solution for your needs, we have developed an integrated approach that uses industry-standard software tools that are customized to work together with your current systems. The final customized solution provides not only significant productivity gains but also a flexible approach for future functionality expansion. We look for the best, unbiased solution for your needs that uses your available resources and preferences.



Our customized database application gives you the ability to manage information on customers and vendors, multiple contacts for each customer, multiple projects or orders for each customer and extend into complete invoicing and inventory/time tracking. Internet connectivity for sales staff and interface with existing accounting/ERP systems provide powerful one-stop solutions. Contact logging and to do lists can be done company wide and provide the information you need at your fingertips. The open architecture enables us to expand the functionality of the application in an extremely efficient and cost-effective manner. While the reporting options can be customized to meet your needs, some of the critical reports that we have already developed include:

The screenshot shows a 'Contact-Add/Edit' form. Fields include Contact ID (7870), Company (ROBERT GABRIEL & ASSOC, INC), Contact Type (Res), First Name (Bob), Last Name (ABBATO), M.I., Primary Contact?, Relationship Status (active), Address Line 1 (215 S BROAD ST), Address Line 2, Address Line 3, City (LITITZ), State (PA), Zip (17543), Phone # (717627-4885), Fax #, Alternate #, Pager #, E-mail, E-mail 2, Web Site, Domestic Partner's Name, Contact's Birth Day, Assistant, Send Mail?, Send E-mail?, and Send to Outlook?. A 'Notes' field is also present. On the right, there are buttons for 'Main Menu', 'Delete', 'Find', 'Done', 'New', and 'Save'. At the bottom, there are buttons for 'Autofill', 'Print', 'Send Ltr', 'Send Fax', 'Send E-mail', 'To Do List', 'Contact Log', 'Classifications', 'Cust Comment', 'Jobs/Quotes', and 'Mail Groups'. The status bar at the bottom indicates 'Record: 1 of 3612'.

- Company Listings
- To Do Lists
- Contact Logs
- Project Summaries
- Lead Summaries
- Mailing Lists and Labels
- Order and invoice summaries

The database application can be PC-based or network-based. It can be set-up as a standalone or client-server application. For more information on how we can help you establish custom tools to boost your productivity, please contact us.