



Completely Configurable Lotus Notes CRM



IBM Lotus Awards Winner
Winner of more than 10 IBM Lotus Awards

Award-winning desktop Customer Relationship Management (CRM) Solution.

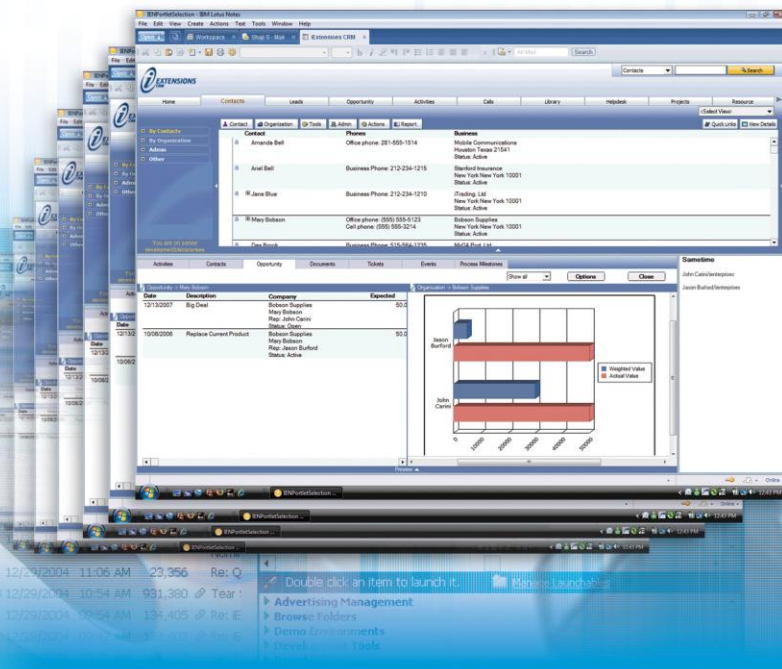
iEnterprises delivers to you an award-winning desktop Customer Relationship Management (CRM) solution for IBM Lotus Notes that is so flexible and intuitive, it works the way you do.

Remarkably easy-to-use and tightly integrated to Lotus Notes, iExtensions CRM helps you manage routine and complex customer-related activities such as email, contacts, leads, opportunities, and campaigns.

It's the one place for all your daily information. Got a task? Sit back. No prompting is necessary. Information is automatically captured and delivered to you, the way you want it.

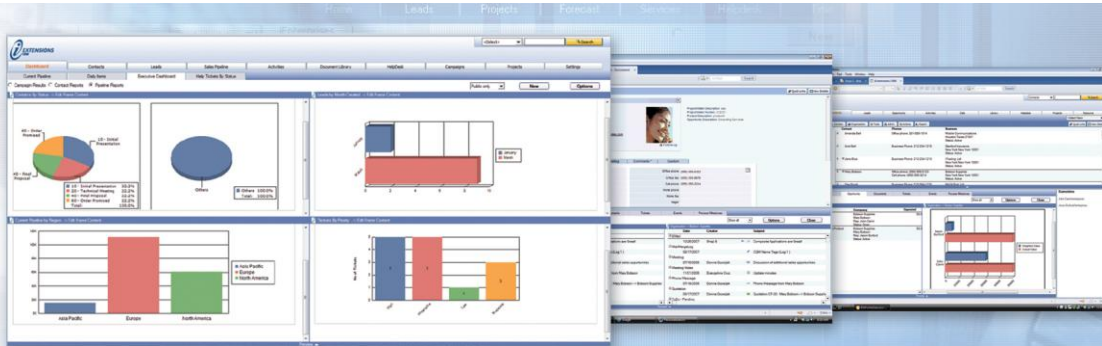
When out of the office or on the road, iExtensions CRM gives you real-time mobile capabilities so you can get your mission-critical information anytime, anywhere on your BlackBerry, Windows Mobile or iPhone devices. With our unique Web lead generation functionality, iExtensions CRM also helps you improve your online rankings and turn your leads into sales.

iExtensions CRM was developed by iEnterprises, global CRM experts dedicated to developing user-friendly technology that helps you achieve your business goals.



- ✓ Developed and supported by experts who understand my concerns
- ✓ Helps me manage my workday
- ✓ Gives me all I need on one dashboard
- ✓ With me everywhere - online, offline, and on my iPhone, BlackBerry or Windows Mobile device
- ✓ Remarkably easy-to-use

- ✓ Helps me close deals
- ✓ Makes the most of my Notes investment
- ✓ Easy to administer
- ✓ Lowers my total cost of ownership
- ✓ Let's me focus on the job, not technology
- ✓ Speaks my language - is multi-lingual



Functionality

- **Opportunity Management:** Engage in collaborative selling by analyzing sales trends and projections.
- **Document Management:** Securely track and store electronic documents with easy-to-manage version control and access.
- **Lead Management:** Track and log all sales prospect interactions such as sales calls, emails, meetings, and other calendar entries for improved lead qualification.
- **Project Management:** Document and associate activities with projects and campaigns for a complete report.
- **Campaign Management:** Manage and measure success of sales and marketing campaigns by assigning and tracking campaign tactics.
- **Time Tracking:** Easily record time spent on each job for payroll, billing, and project management.
- **Help Desk/Customer Service:** Use automatic call tracking, escalation, e-mail notifications, and assignment pools.
- **Call Reports:** Capture all sales activities - monitoring wins, losses, and opportunities.
- **Reporting/Analytics:** Configure reporting and analytics to allow visibility on every aspect of the CRM.
- **Sales Order Tracking:** Link related email, documents, activities, contacts, opportunities, campaigns, and projects.
- **Event Tracking:** Plan and track all aspects of corporate events; send invitations, maintain attendance lists, and manage tasks.
- **Product Tracking or Service Tracking:** Store, manage, and share information about products and services.
- **Asset Management:** Track fixed assets or PPE (property, plant, and equipment).
- **Custom Database:** Tailor the solution to satisfy your most unique organizational requirements easily and cost effectively.
- **Business Process Management:** Integrate and automate your internal and external business processes with the built-in and completely configurable automation database.
- **Notes Mail Integration:** Use the CRM seamlessly from within Notes Mail and Calendaring.
- **Web Version:** Use iExtensions through your web browser or the virtually identical Lotus Notes Client interface.
- **Smartphone Version:** Extend iExtensions CRM to the RIM BlackBerry, iPhone or Windows Mobile device for real-time wireless access.