

Contact Management in Business

"We now have a central platform on which all customer and supplier data is held, so the whole company has a total view."

Michael Anderson, Director of IT and Logistics, Carl Stuart Ltd.



Contact Management Systems are vital tools for large and small organisations alike, mainly to support sales and marketing activities. ProspectSoft's Contact Management systems are scalable from just a few users to hundreds, who communicate globally. For organisations that need more functionality, these contact management systems can be upgraded seamlessly into full Customer Relationship Management solutions.

Customer Relationship Management (CRM) Systems provide powerful functionality and flexibility, built on a foundation of strong contact management. ProspectSoft's CRM Solutions are fully modular and can support the full range of telesales, field sales, sales projects, customer service, help-desk and field service operations, as well as providing several vertical market solutions.

For the Smaller Organisation

Easy to implement, entry-level solutions, with the renowned ProspectSoft features of accounts integration and mobility.

Contact Manager for Small Business

- Attractively priced server bundle with 5 Network users.
- B2B or B2C Contact Management with extensive Document Management.
- Accounts integration provides look-up of Sales Ledger and Products & Pricing.
- Optional Mobility package offers PDA access with a 5-user Pocket Contact Manager bundle.

Contact Manager Plus for Small Business

- All the functionality of the Contact Manager (above) including accounts integration, for up to 10 users
- Extended functionality with a choice of 3 optional modules, selected from:
Sales Lead Tracker, Problem Tracker, Telephony, Quotations, Sales History, Sales Orders, Purchase History, Purchase Ledger, and Advanced Relationships*
- Optional Mobility packages provide Laptop and/or PDA access for users on the move.

* See Module Overview for details

For the Larger Organisation

ProspectSoft Contact Managers can be upgraded easily to their Professional or Enterprise siblings, without re-installation or data updates.

Working with the same user interface means no operator retraining. However, there are several additional benefits:

- Scalable to 200+ users and adaptable, with over 20 different modules
- Unlimited volumes of data spread over multiple database servers
- A flexible mix of desktop and mobile users (and devices) across multiple sites

Beyond Contact Management

With their broader range of modules, Professional and Enterprise systems also enable organisations to:

- Manage field service and customer support operations
- Manage project sales and sales forecasting
- Capture high-volume customer orders or enquiries for rapid processing
- Integrate with 3rd party applications like manufacturing, EDI or EpoS, locally and/or over the Internet

For complete details on all ProspectSoft systems, consult your reseller.

Key Features

- **Configurable** for many sizes and types of organisation with multiple functional modules
- **Fully scalable** from entry-level to enterprise-wide solution
- Sales force, marketing and field service **automation**, all with management escalation
- **Dynamic integration** with **Microsoft Office** giving full document management
- **B2B and/or B2C customer relationship management** within one system
- **Dynamic analysis** and **detailed management reporting** on customers and suppliers, sales, service or products