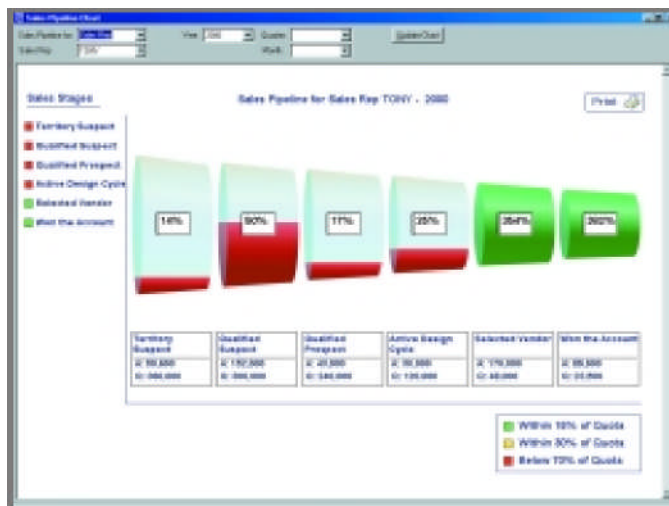


Infor VISUAL CRM

Infor VISUAL CRM (Customer Relationship Management) provides the tools you need to manage your prospects, customer accounts, contracts, and sales and marketing campaigns. Infor VISUAL CRM includes a Contact Center foundation module, as well as five optional, add-on modules to address your company's individual requirements: Sales, Help Desk, Field Service, Marketing, and Remote Sync.

Sales

- Improve the effectiveness of your sales team.
- Develop price quotes and accurately configure products using the optional Parametric Configurator.
- Convert quotes to estimates and orders automatically without redundant data entry.
- Develop sales plans to chart the next step in a sales cycle.
- Create estimates using a direct interface to Infor VISUAL Enterprise's Estimating Window.



- Assign quotas by sales representative, territory, business unit, branch, or division.
- Develop and analyze revenue pipelines.

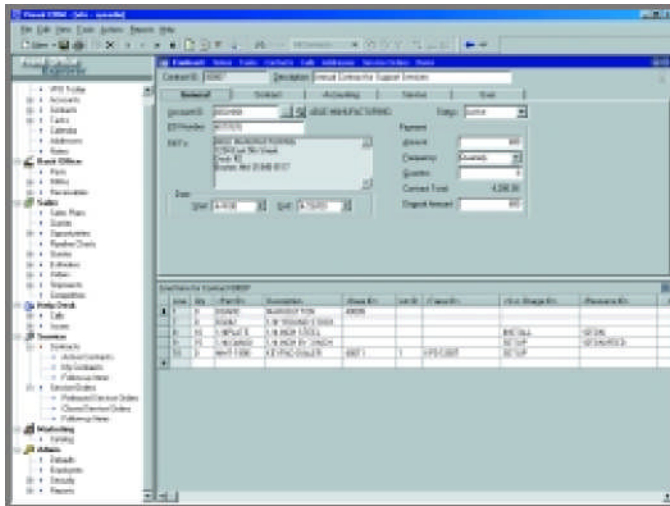
Help Desk

- Track customer calls and create a knowledge base of issues and resolutions.
- Manage information with Help Desk's automated record keeping and helpful search tools.
- Log calls according to Part ID, serial number, product categories, and service contracts.
- Prioritize calls and assign them to specialists for resolution.
- Track the history of each resolution attempt, complete with a time, date, and user ID stamp.

Inf or VISUAL CRM continued...

Field Service

- Deliver exceptional field service.
- Manage service orders, warranty and maintenance contracts, dispatch scheduling, RMAs, inventory, and billing.
- View maintenance schedules and assign appropriate technicians to service orders.
- Improve customer satisfaction by managing inventory and labor to avoid delays.
- Trace issues by Part ID, serial number, or service contract.
- Enter service orders and search customer records quickly (search by contract number, serial number, or Part ID).
- Auto-generate invoicing and assign charges to the General Ledger.



Marketing

- Track the effectiveness of your campaigns and events.
- Maintain catalogs of marketing literature and automate literature fulfillment.
- Plan targeted strategies and increase your overall marketing ROI.

Remote Sync

Now your sales and service team can receive the most current information, even when they travel, with Infor VISUAL CRM's powerful synchronization technology, Remote Sync. After working offline, your remote users can dial-in to send information and download the latest leads, account history, and product data.

This optional functionality helps improve productivity and eliminate manual errors by synchronizing data from the Sales module, Contact Center, and e-mail. You can transfer data quickly because Remote Sync updates only the fields you changed or added since the previous synchronization, not the entire database.