TCM CRM Customer Relationship Management

One Click that's it!

Give your company the competitive edge it needs with TCM CRM the flexible and effective Customer Relationship Management (CRM) solution from WorkWise, Inc.

EASY TO USE. TCM CRM has based its software development on a simple methodology - "Make it easy to use and it will be used". One central screen controls crucial information that allows you to view, edit and search for data - making it a snap to find the information you need.

QUICK TO IMPLEMENT. TCM CRM comes to you ready to go, *right out of the box* - loaded with the product features your company needs to react to tomorrow's business development and changes.

CUSTOMIZABLE. Your organization is unique. That's why TCM CRM includes two powerful tools - to help you custom-tailor screens and workflow to accurately reflect your company's way of doing things. You can make this solution truly your own using:

Customizer. Design and position screens exactly the way you want them to appear and function.

Navigator. Modify or build workflow and business rules into the application, allowing for fast, simple enhancements as your needs evolve.

AFFORDABLE. TCM CRM was designed based on the philosophy, "one solution, one price". One straightforward, per-user price. There are no server fees of third party products required for integration or synchronization of your data. There are never any hidden charges to uncover and no fine print to interpret.

TCM INTEGRATION. Incorporating **TCM CRM** into your business integrates front office and manufacturing operations to improve the efficiency of your business. Current integration includes:

* Customer Master
* Customer Quotes
* Customer Orders
* Customer Invoices
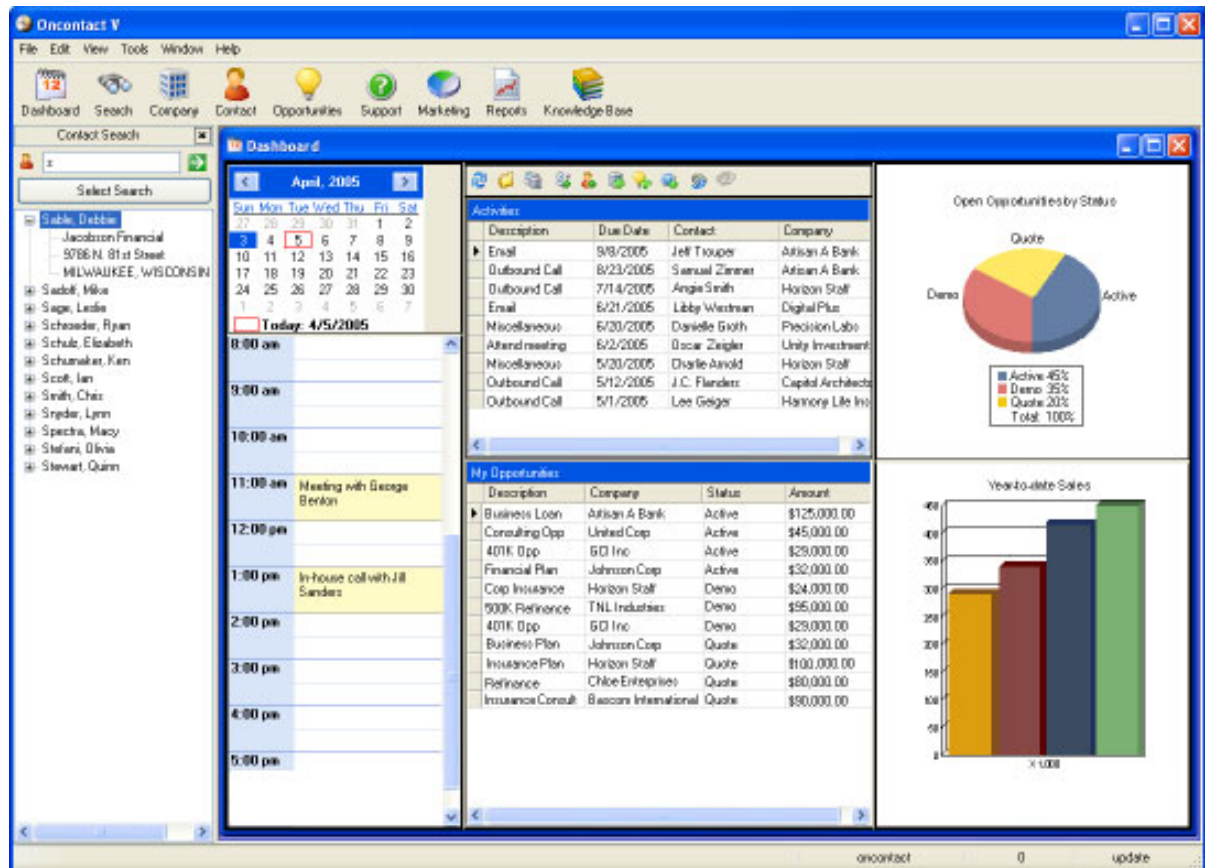
Stay better in touch with your customers and prospects - and farther ahead of your competition

WorkWise, Inc.
Providers of TCM®

Key Features & Benefits...

Account Management

- View a complete history of each contact
- Dashboard displays a complete snapshot of your day
- Create recurring activities (i.e. every Monday)
- Send, store and retrieve emails, letters & faxes
- View opportunities, sales and support cases
- Multi-level fields allow you to track unlimited amount of information (i.e. phone numbers, email addresses, etc.)
- View a company's complete and up-to-date hierarchy
- Tailor the system to capture the exact data you need
- Access data via network, internet or remote
- Create links between documents and other files
- Integrates with your phone system for auto-dial and screen-pop technologies

Opportunity Management

- Outline opportunity objectives
- Set and track company sales goals
- View real-time opportunity funnel analysis
- Send (and/or receive) data to mobile sales team
- Quickly customize sales processes
- Track and forecast products of interest
- Identify competitors and their positions
- Share key information with team players
- Easily graph opportunity data and analyze results
- Create, distribute and track quotes and sales orders
- Forecast revenue
- Define milestones and guide sales processes
- Share key information with business partners via the web

Customer Service

- Record incidents and create a complete service history
- Assign tasks to team members
- Customer service dashboard organizes your day
- Prioritize support incidents and establish a work queue
- Track and analyze the amount of time and effort required to resolve issues

- Record product defects and resolutions
- Escalate urgent cases for immediate response
- Provide reports for management
- Search the knowledge base to locate similar cases and problems
- Empower customers to solve their own issues via the web
- Store contract information in the system
- Use workflow rules to resolve issues

Marketing Management

- Construct searches on any field or database
- Create an unlimited number of queries and assign to user groups
- Use mass assign to quickly update large amounts of tasks
- Use the import tool to quickly bring records into the database
- Deduplication feature looks for duplicate records that exist in the database
- Integrated with Microsoft Word for mail merges
- Integrated with Microsoft Outlook for email management
- Analyze your data with industry standard reporting tools (i.e. Crystal Reports)
- Secure the data to which your users have access

MS Outlook Integration

- TCM CRM makes email integration a breeze. The solution provides comprehensive bi-directional integration of your eamil, calendar, contacts and tasks so you can work in either environment.
- With Outlook email integration, all interactions are stored in the database so there is no need to search through your email folders. In addition, you can send an HTML email to a large number of people using the mass assign function while managing the email responses seamlessly between both applications.
- You have the power to take control of your data. All you need to do is develop the marketing messages. TCM CRM will make sure that delivering and tracking them is quick and easy.

Product Pricing

Software Licensing for TCM CRM*:

- Named User (each) $1,495
- Concurrent User (each) $1,795

Minumum Purchase of 5 Users Required

Professional Services (guidelines)*:

- Project Management $180/Hour
- Data Migration $180/Hour
- Sys Admin Training $1,440 /Day (1 Day)
- End User Training $1,440/Day (1 Day)
- Additional Training Options Available

Professional Services estimates vary based on individual company needs/requirements

Annual Maintenance Fees:

Application and Update Suport is FREE for the first 60 days from the date of purchase. Software support fees are based on 18% of the software price. Maintenance fees are payable in full on an annual basis.

Hardware & System Software Requirements:

Server:
- Microsoft SQL Sever 2005 or 2000 (SP3e)

Client:
- MS Windows XP 2000
- .NET Framwork version 2.0
- 256 Megabytes of RAM
- 100 Megabytes of free disk space
- Pentium 3
- Office 2003 - Word and Outlook Integration

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