

We integrate your Sales, Marketing and Service with online solutions



**info@hand**  
Instant Business Information, Anywhere™

## Customer Centric Business Management

### Key Features:

- Affordable for Small/Medium Businesses
- World Class Customer Relationship Management (CRM)
- Sales Force Automation & Forecast Tracker
- Built-in Mobile Support (BlackBerry etc)
- Built-In Customer Portal for Collaboration
- Full Order Management: Product Catalog, Quotes, Sales Orders, Invoices, Payments Received, Statements & Receipts, Purchase Orders & Payments Made
- QuickBooks Synchronization
- Service Contracts & Case Management
- Project & Resource Management
- Employee Timesheets
- Human Resources Management
- Document Management
- Inbound/Outbound HTML Email
- Company Group Calendaring
- MS Outlook Synchronization
- Email Marketing Campaigns
- Extensive Standard Reports
- Custom Report Designer
- Graphical Dashboard Charts
- Personalized News Pages
- Photographic Company Directory

## Start Doing Business, Better™

An integrated, web-based Customer Relationship and Business Management (CRBM) system, **info@hand** will revolutionize information access throughout your organization, and drive profitability with these key business benefits:

- **Increased Sales Effectiveness:** The most productive lead sources and sales staff are quickly and clearly identified on graphical charts.
- **Greater Sales Reach:** Use the email marketing capabilities to execute and measure new promotional campaigns.
- **Reduced Administrative Costs:** Information is only entered once: CRM, proposals & invoices, customer service, project and resource management all share the same data. Everyone knows where to find information without wasting time looking for it.
- **Improved Customer Retention:** Your customers will enjoy dealing with employees who now know more about them and what's going on in their account. And they'll love your new Customer Portal for 24/7 access to service and support updates.
- **Better Management Information:** Sales pipelines that are much better understood provide clear visibility of any business upturn or downturn well before it represents an opportunity or risk for the business.
- **Information - Your Competitive Advantage:** Now sales, service and administrative staff can share account and contact history, plus up-to-the-minute account balances and payment history, giving your organization the information platform it needs to compete with the best.
- **Anywhere Anytime:** Because **info@hand** is web based, all its benefits are available to every company employee (subject to access permissions you control), from the office, at home, or on the road. **info@hand** supports full-sized PC/Mac browsers and mobile devices like Treo, BlackBerry or Windows Mobile, and Internet security is handled via VPN or SSL.



[www.cnpintegrations.com](http://www.cnpintegrations.com)

**Industry-Leading CRM:**

**info @ hand** provides integrated management of corporate information on customer accounts and contacts, sales leads and opportunities, plus activities including calls, meetings, emails, notes and assigned tasks. Automatic email notifications may optionally be sent to advise users of new contacts, cases, or tasks assigned to them.

**Order Management:**

Create & organize a catalog of products and services, then use it to prepare and email customer quotes and invoices. You can receive and allocate payments, and print statements and receipts. You can also track Sales Orders, create Purchase Orders, record payments made, and synchronize data with QuickBooks.

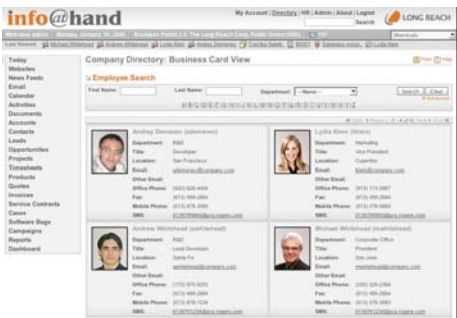
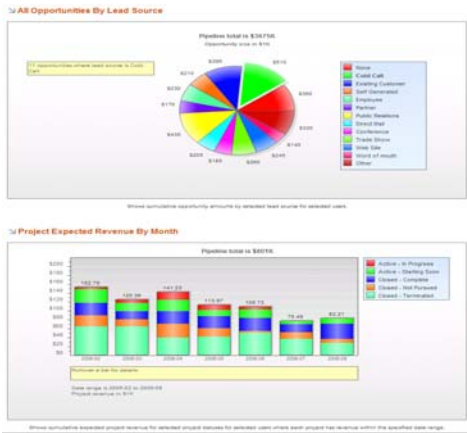
**Email, Calendar & News:**

**info @ hand** includes two-way Email with personal email folders, email marketing campaigns, a group calendar system, photographic company directory, personal news pages and more - all in

our wildly popular web interface.

**Project Management:**

**info @ hand** tracks a project's financial performance, timesheets and approvals, resource utilization, tasks, status and activity history. Project documents may be stored within the system's revision-controlled document repository.



**Reports & Dashboard Charts:**

A number of predefined standard reports are included with the system, and new reports may be easily designed and saved for repeated use in future. Reports are produced as Acrobat PDF documents, and may be exported to several other file formats. The system also provides graphical dashboards for a wide variety of business metrics.

**Customer Service:**

**info @ hand** includes a service contract management system that tracks the products on each service contract, and reminds you of contract renewals. Combined with the Supported Products, Cases and Software Bugs modules, and the Customer Portal, it provide a complete service management capability.

**Customer Portal:**

The **info @ hand** Customer Portal allows 24/7 customer interaction - filing or checking on service cases & software bugs, collaborating on projects, participating in customer forums, reading FAQs, and updating their own profile within the CRM. Extend your business process automation to include this vital link to your customers!

**Outlook Synchronization:**

**info @ hand** includes a plug-in for Microsoft Outlook that lets users upload emails from Outlook to the CRM. Contacts and calendar appointments may also be synchronized.

**Mobile Access:**

**info @ hand** includes mobile browser support so BlackBerry, Treo & Windows Mobile devices may access and update CRM data directly. Update account info immediately after a Sales or



**GET CONNECTED TODAY:** Affordable by businesses of any size, available in many languages, and designed to grow with your business, **info@hand** gives your organization instant access to its vital corporate information, via desktop or mobile devices. **info@hand** is available with a one-time On Premise license fee (there are no annual license fees) or as a quarterly On Demand service subscription. **CNP Integrations** sells **info@hand**, together with installation, configuration, customization, training and support services. Let us help you today!

Contact us at 1 (508) 644-1553 or email us at [sales@cnpintegrations.com](mailto:sales@cnpintegrations.com) for more information on **info@hand** and related services.



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