

*The CRM software  
that does it all.*

## OnContact CRM

**The CRM software that does it all.**

### **OnContact CRM is the Answer**

OnContact CRM gives your company the competitive edge it needs by providing a flexible and effective Customer Relationship Management (CRM) solution. A comprehensive view of customer information allows you to communicate clearly and precisely with your clients. With OnContact CRM, all sectors of your business, from customer service to sales, share vital information needed to collaborate and provide directed, detailed communication.

### **Award Winning CRM Software**

OnContact CRM software is a recipient of numerous industry awards recognizing its exceptional CRM software to automate all critical business information, increase productivity and reduce costs to develop effective sales, marketing and customer service strategies.

### **Solid Reputation**

OnContact CRM software has built an outstanding reputation as the expert in mid-market CRM by offering satisfied customers innovative, budget-tailored CRM solutions for over two decades. And because OnContact CRM software is designed for the way you work, you'll enjoy an increase in productivity and a reduction of costs associated with developing effective sales, marketing and customer service strategies. It's a CRM solution that can take you further.

### **Hosted or On-Premise CRM**

OnContact CRM offers hosted (SaaS) or on-premise solutions. The same product is implemented for either approach and you may move from one to the other as your business requirements or preferences change. There is no need to rework modifications or reload data, and licenses can be converted from one option to the other. Both solutions allow for unlimited customizations and integrate with common office applications such as Microsoft Outlook and Office.

Whether hosted or on-premise, OnContact CRM may be accessed by multiple clients; through the Web using any browser that supports Microsoft Silverlight, the Windows installed application (WCF), or the mobile application from smartphones. Select the deployment option that works best for you now knowing OnContact CRM can adapt to future needs.

### **A 360 Degree CRM View**

A complete customer view at the click of a mouse is the core of any good CRM software implementation. OnContact CRM provides detailed history of marketing, sales, and service efforts, in addition to customer characteristics and preferences, allowing you to make the most of each customer interaction.

**Improve Sales Efficiency**

OnContact CRM supports your sales staff throughout the sales cycle. Help your staff with everything from cultivating prospects to upselling existing customers. Years of expertise has produced a CRM software application designed to guide you efficiently through day to day actions like scheduling appointments, writing letters, and generating quotes.

**Marketing Automation**

Build marketing campaigns and analyze their effectiveness with OnContact CRM software. The application offers tools for scheduling marketing activities and monitoring leads through the sales cycle. Track sales related to marketing campaigns and determine where your marketing dollars are best spent.

**Streamline Customer Service**

OnContact CRM provides dashboards and searches tailored for customer service (Help Desk) representatives. Manage your customers with insight when all related history is readily available. The Customer Service module helps you efficiently track incidents (Service requests), reference Knowledge Base articles, and assign and escalate cases.

**OnContact CRM is Customizable**

With 20 years of experience building CRM software, we understand all businesses are unique in the way they work. With that in mind, we continue to provide a CRM software solution that is highly customizable and can adapt to changes.

OnContact CRM provides tools to make common changes to the application simple, like extending the database, altering the user interface, or adding business logic. Industry standard solutions may be leveraged to make complex changes. Modifications made to the application, whether simple or complex, are preserved when upgrading to newer versions.

**OnContact CRM is Easy to Use**

With an incredible, totally redesigned look and feel, OnContact CRM makes it easy to use and get the information you need - fast. 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.

**OnContact CRM is Quick to Implement**

OnContact 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 developments and changes.

**Implement the CRM Solution that:**

- Is 100% web-based, easy to use and customizable
- Provides the same look and feel via the on-premise or hosted application
- Easily integrates with third-party applications
- Works with industry-standard solutions, such as Microsoft SQL Server
- Is a budget-friendly application

**[CLICK HERE TO LEARN MORE](#)**



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