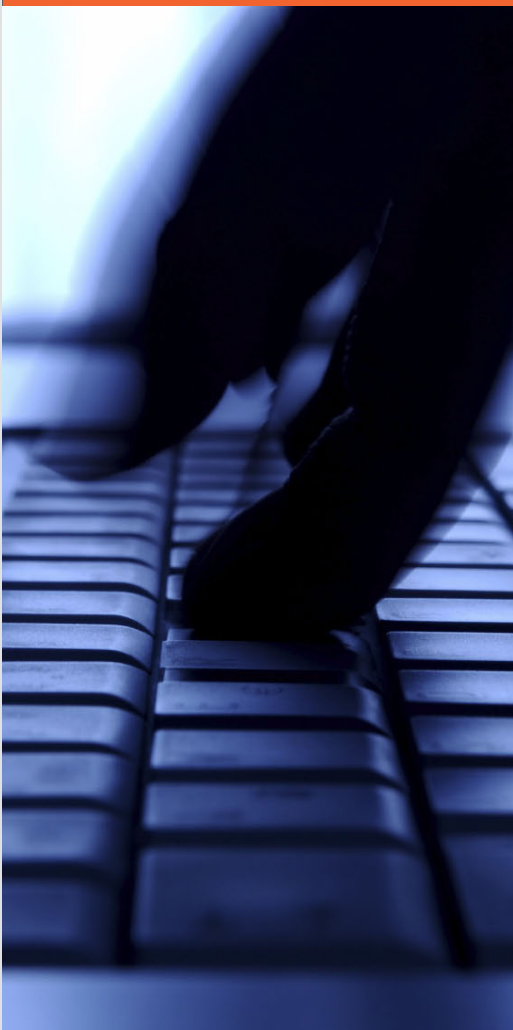




Access vital customer information – anytime, anywhere – so you can manage your business with an integrated approach to inside and field sales automation, customer care and marketing.



zed WebCRM

Customer Management at Your Fingertips
Anytime. Anywhere.

Web-based customer management has never been easier through **zed WebCRM**, which lets you quickly access your account, user, opportunity and sales data stored within the SAP® Business One system. With **zed WebCRM**, you can track sales opportunities, manage your prospects, execute marketing campaigns, and manage support and service efforts. Streamline your customer qualification, acquisition and retention process.

Sales and Customer Management

With **zed WebCRM**, Sales representatives and Partners working in the field can have easy access to vital SAP® Business One contact and customer information online. Through a Web-based interface, Sales representatives can create activities, manage opportunities, generate orders,

and record quotes with ease. Information can be automatically synchronized with SAP® Business One. Easily set account level security to determine access rights for each Sales representative.

Service and Support

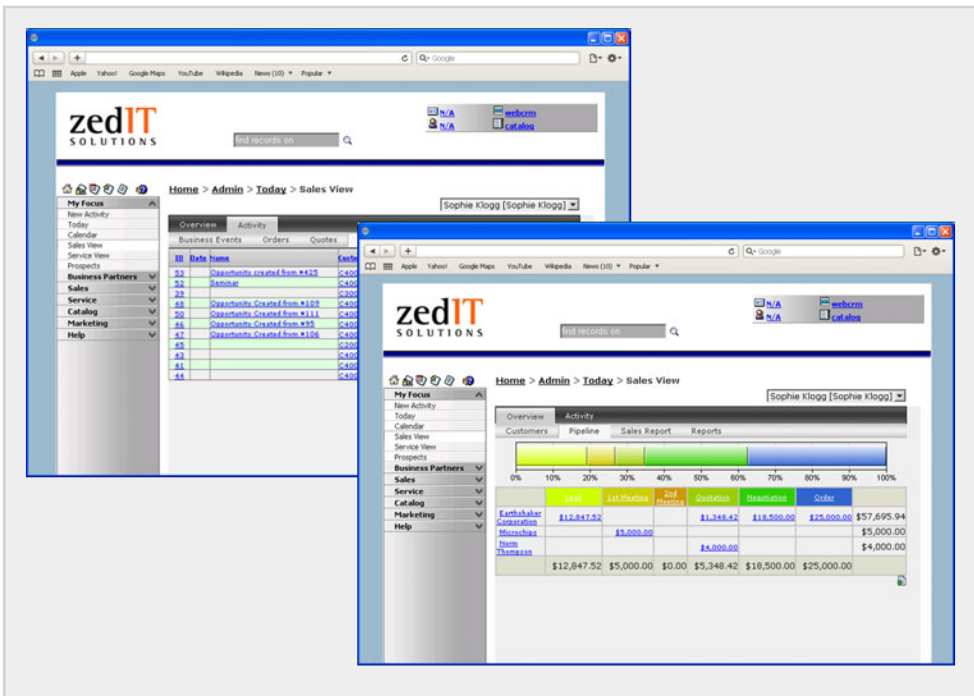
zed WebCRM customer management functionality offers a ticketing system that can track support issues all the way through to their resolution. Receive support requests through email or via a form you create. Give your support team the ability to log in to the system to assign and reassign tickets, display contract dropdowns for Business Partners on service calls, create activities associated with the tickets, and contact customers directly through the Web-based interface.

Sales Management	Prospect Management and Campaigns	Service and Support
Give remote employees easy access to SAP® Business One	Get a unique, centralized view of all customer data	Create and manage support categories
Use the pipeline graphic to get a quick look at progression of leads into orders	Import and manage prospects	Receive customer issues through a ticketing system
Note customer interests and competition	Create and track the success of email campaigns	Create a knowledge base with support solutions
Synch Business Partners, leads and vendors with SAP® Business One	Create prospect call lists for your sales employees and report on their progress	Display contract dropdowns for Business Partners on service calls

Prospect Management and Campaigns

Innovative prospect management allows you to generate lists of potential customers. You can easily import prospect information from Microsoft Excel spreadsheets and manage relevant information. Create and manage prospect call lists for your sales team and run reports based on their completed activities within **zed WebCRM**. When you are ready to promote prospects to Business Partners, this will easily synchronize into SAP® Business One.

With Web-based campaign management, you can keep prospects and customers up-to-date regarding important promotions and business information. Select and customize one of **zed WebCRM's** built-in email templates or import and save your own HTML template. You can easily schedule and send your campaigns to different contact lists and view detailed up-to-the-minute reports on the performance of each campaign.



Get a quick overview of your sales opportunities with the sales pipeline and other reports.

For More Information

Contact your SAP® Partner or visit us at www.zedsuite.com



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