

VinnoCRM

Integrated and Customized CRM



Need a
CUSTOM
SOLUTION ?

Gets Closer to Customers with

'One Click' CRM

 *360° Degree View*

Sales Force Automation

360 Degree View

VinnoCRM gives a 360-degree view of each of your customers, enabling you to acquire deep knowledge of every account, facilitate collaboration across your organization, and build and maintain strong, lasting customer relationships.

Lead Management

Track prospect inquiries and seamlessly route qualified leads to the right people so sales reps get instant access to the latest prospects and leads are never dropped or lost.

Opportunity Management

Convert qualified leads to opportunities without data re-entry and then track opportunities throughout the sales cycle.

Account Management

Track and view all customer history in one place — including marketing campaigns, sales opportunities, customer service cases, and all interactions.

Product Catalog

Manage a single, master list of all your company's products and services. Classify and group products into product families.

Quote and Order Management

Create and convert quotes to orders, then track and manage orders throughout their life cycle.

Document Management

Allows you access to unlimited files and folders and the opportunity to share them with co-workers. Full text search and different views make it simple to find documents. Files and folders can be created, uploaded, changed and moved. An access control system administers the rights for reading and changing files.

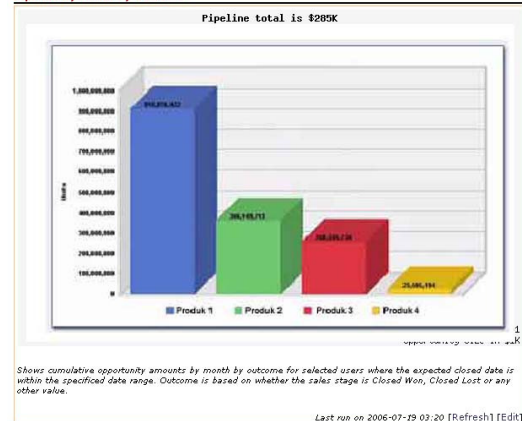
Activity Management

You can track tasks and activities, schedule joint meetings, assign tasks to other users, and set up activity templates for frequently or automatically assigned tasks.

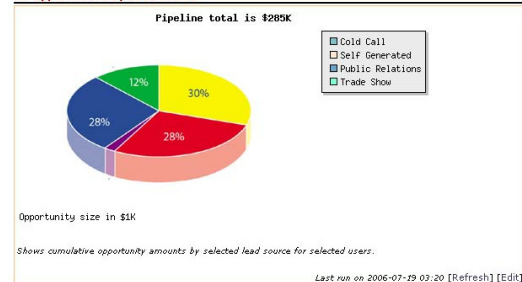
Sales Tracking

Knowing precisely which products your customers have purchased and installed is essential to sales and service. With **VinnoCRM** you can track which of your products each of your customers has purchased. And you can broaden your view of sales opportunities by tracking which competing products they are using.

Pipeline By Month By Outcome



All Opportunities By Lead Source



" Executives need accurate information so they can evaluate their company's past performance while looking ahead to the future.

They want to answer critical business questions quickly without sifting through reams of data. "

Campaign Management

Allows you to manage your entire marketing process by which marketing campaigns are planned, produced, distributed and analyzed. This includes planning the campaign, preparing your mailing list, executing the campaign and then analyzing the results.

Mass Email

Create and manage email campaigns and send rich-media HTML mass email blasts. Set up professional-looking HTML email templates for your marketing team and sales reps to personalize and send. Email templates can include company branding and graphics for maximum impact.

Contact Management

Having a complete view of customers is invaluable to doing business. A powerful customer and contact management capabilities that let you capture and organize information about contacts, campaigns, products, and other topics you need to track, manage, and report on.

Customer Tracking

Knowing precisely which products your customers have purchased and installed is essential to sales and service. With **VinnoCRM** you can track which of your products each of your customers has purchased. And you can broaden your view of sales opportunities by tracking which competing products they are using.

Document Management

Give users access to a document repository that's available anytime, anywhere and is always up to date. Reps can respond quickly and easily to requests for information with the click of a mouse. Users can easily view a document or send it as an attachment directly from the search results page.

Dashboard

Dashboards are a pictorial representation of your custom report data, which gives a real-time snapshot of your organization's key metrics. Using dashboards you can easily visualize comparisons, patterns, and trends in sales, marketing, support, and inventory related data.

For example, you can visualize at a glance the products that are selling fast over a period of time, compare the current quarter sales with previous quarter sales, or compare the actual sales to the projected sales.

Case Management

Trouble tickets are used to capture the customer feedback on various types of problems arises after purchasing product / service and gives a complete view of the past history of your customers

Knowledge Base

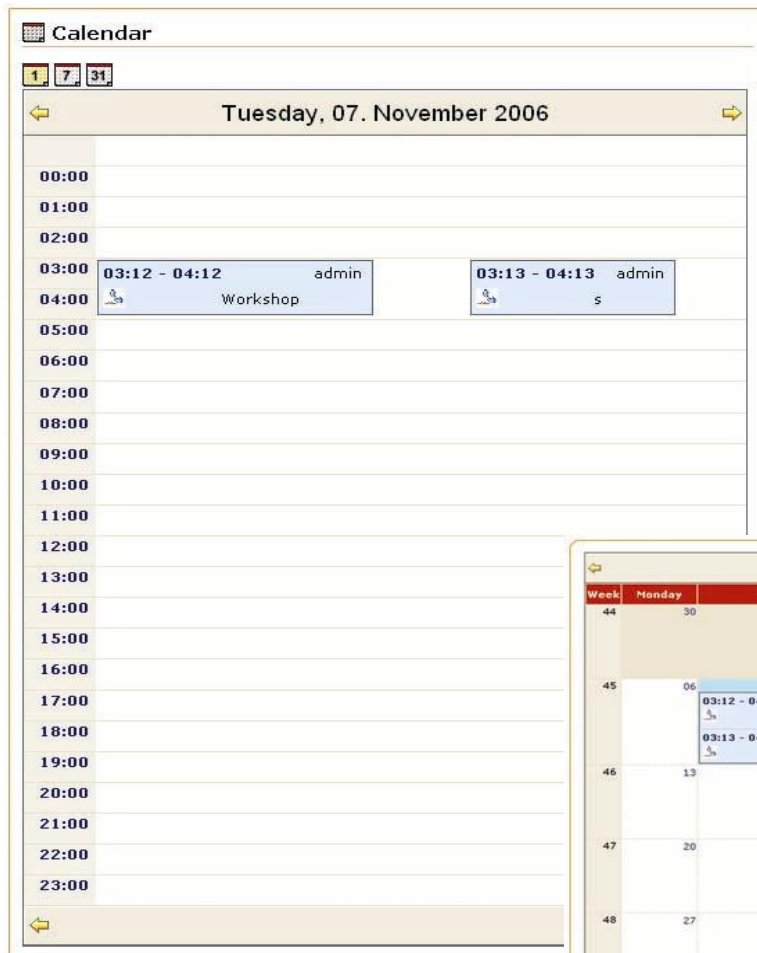
Knowledge Base in the form of solutions (also called as articles or frequently asked questions) enables your organization in solving the repetitive problems encountered by customers with limited resources.

Discussion Forum

VinnoCRM discussion forum gives you unlimited discussions within your group. Each discussion has its own "tree" and offers individuals or teams the opportunity to respond in turn to each contribution.

Case Assignment, Queuing, Routing and Escalations.

Set case queues to segment and route incoming cases based on criteria such as product category, customer type, service level, and required skills and expertise. To ensure that each inquiry is handled by the first available individuals or teams.



Calendar

Manage and schedule appointments and other activities for yourself and other users. Publish calendars for shared resources and company and team activities.

Activity History

Maintain a historical record of all activities (complete and pending) related to an account, contact, or opportunity.



Event Information

*Subject:

Assigned To: User Team

*Start Date & Time:
(yyyy-mm-dd 24:00)

*End Date:
(yyyy-mm-dd)

Recurring Events:

Duration: (hours/minutes)

Leads:

Status:

Activity Type:

Contact Name:

Send Reminder: Yes No days hours minutes before event

Send Notification:

Location:

Description:

Account: VanWellis [Print] [Help]

Account Information

Account Name: VanWellis	Phone: 021-6248365
Website: www.vinnocrm.com	Fax: 021-6248365
Ticker Symbol: VW	Other Phone: 021-30125552
Member Of: VanWellis	Email: marketing@vanwellis.com
Employees: 100	Other Email: support@vanwellis.com
Ownership: Vandy Wijaya	Rating: 1
Industry: Technology	SIC Code: 1234
Type: Partner	Annual Revenue: \$ 1000000
Assigned To: admin	Created Time: 2006-11-07 02:37:57
Modified Time: 2006-11-07 02:39:49	

Address Information

Billing Address: Sunter Garden B3 No. 20	Shipping Address: Sunter Garden B3 No. 20
City: Jakarta	City: Jakarta
State: Jakarta Utara	State: Jakarta Utara
Code: 10740	Code: 10740
Country: Indonesia	Country: Indonesia

Description Information

Description: **IT Service Provider**
 Product: **SMSIS and VinnoCRM**

Potentials [new]

Potential	Account Name	Sales Stage	Amount	Expected Close	Assigned To	Edit Delete
New Project	VanWellis	Prospecting	\$ 1000000	2006-11-07	admin	edit del

Contacts [new]

Name	Title	Account Name	Email	Phone	Assigned To	Edit Delete
Vandy Wijaya	S.Com	VanWellis	vandywijaya@vanwellis.com	021-6248365	admin	edit del
Wendi Lie	S.Com	VanWellis	wendi@vanwellis.com	021-6248365	admin	edit del
Fanny DJ	S.Com	VanWellis	fanny@vanwellis.com	021-6248365	admin	edit del

Activities [new]

Type	Subject	Contact Name	Related To	Start Date	End Date	Recurring Type	Assigned To	Edit Delete
Task	Press Conference	Elizabeth Brown	VanWellis	2006-11-07	2006-11-07	Monthly	admin	edit del

HelpDesk [new]

Ticket ID	Subject	Related To	Status	Priority	Assigned To	Edit Delete
82	Low Connection	VanWellis	Open	High	admin	edit del

History [new]

None Scheduled

Attachments & Notes [new]

Title / Description	Type	File Name	File Type	Last Modified	Action
	Attachments	backup-db.sql	application/octet-stream		del

Quotes [new]

Quote Id	Subject	Quote Stage	Potential Name	Account Name	Total Amount	Assigned To	Edit Delete
84	Term I	Delivered	New Project	VanWellis	298.000	admin	edit del

You
 can
 see all
 leads, contacts,
 opportunities,
 past deals,
 tickets, and
 products
 from a
**Single
 SCREEN**

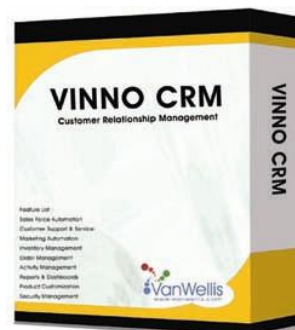
Why invest in CRM

Ask yourself the next time you talk to one of your customers, do you know everything about that customer right now? Do they have any support issues, what is the status of their orders, are there opportunities pending? If they ask you a question will you be able to access that information immediately and from anywhere in the world?

These are questions that require immediate answers when you are interacting with your customer, whether it is on the phone, in person or the Internet. Companies are struggling with these issues daily and if the information is not in a centralized, easily accessible location you run the risk that the customer may not receive the information they are seeking from your company.

In today's business climate customers expect answers to their questions immediately. If you have access to that information from anywhere in the world your customer will have a positive customer experience and customer loyalty will be increased. It is a known fact that the cost to obtain a customer is 10 times higher than to maintain and keep existing customers.

Customers have many choices today and to find companies that can provide products and services similar to yours is easy. They can make a change if they don't have a favorable customer experience with your company.



That is why it is so important to provide outstanding customer support and to retain your customers. Customer retention is the key to growing your business. If you have your information in a centralized CRM system that is customized to your requirements, you can capture and retain the information that enables you to provide top shelf customer support.

The ability to record information that is relevant to your product and service provides you with the information to give your customer a great customer experience. The ability to access this information anywhere in the world is also a key to supporting your customer. If your sales team is onsite they can access information that is pertinent to the customer they are visiting by accessing a web based application that can be accessed via wireless devices such as PDA or cell phones or if they have access to a computer to access that information onsite. The ability to provide this type of information increases customer loyalty.

The only way to accomplish global access affordably and effectively is to deploy a web based CRM application that is customizable to meet your business needs



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