



NETCRM

First and Only Online Features:

- Order management with VAT integration
- Commissions management with payroll integration
- Multi-currency price lists and order processing

NetCRM includes:

- Sales/Contact Management
- Order Management with VAT
- Commissions Management
- Marketing Automation
- Customer Support Management
- Partner Relationship Management
- Robust Contact Management
- Reporting and Analysis
- Complete Customisation & Configuration

NetCRM is the only on-line solution that delivers a complete view of your customers—from contact to contract to cash. NetCRM's integrated customer view allows you to close sales faster, upsell existing customers and deliver better customer service. NetCRM integrates seamlessly with back-office financials, warehousing and shipping to support your selling efforts.

Why NetCRM?

- **Create a Single, Real-time View of the Customer.** One common customer record provides lead source, order status, purchase history, and customer support cases, allowing you to deliver world-class service. Visibility for partners also supports a cohesive channel sales and service presence. Plus, an audit trail enables tracking of all phone, Web, email, and in-person interactions with your customers.
- **Order Management Spanning Contact to Contract to Cash.** Marketing automation features track campaigns, deliver targeted email, calculate return on investment, and provide you with real-time lead analysis. With automated sales force features, your sales staff can track leads as they become opportunities, process sales orders through to fulfillment, and provide post-sale support and follow-up. Integration of VAT and shipping charges is automatic, so sales reps can instantly communicate all charges. Customers can access a Web-based self-service portal to expedite the support-to-resolution process around the clock.
- **Leverage Customer Purchase History to Develop Customer Specific Strategies.** With real-time visibility into sales conversions data, support issues, and marketing ROI, you'll be able to make more insightful decisions and deliver superior service to your customers. In addition, the database-driven marketing programs offer customer-intelligent communications for highly targeted campaigns. Plus, workflow reminders support timely responses to sales leads and customer issues.
- **Motivate Sales Teams with Integrated Commissions.** Integrated commissions incent greater sales by providing reps with real time tracking of actual and projected commissions.
- **Customise to Support Diverse Businesses with Click Not Code.** Advanced personalisation and customisation features in NetCRM allow you to customise your software to support your industry practices. NetCRM provides tailored workflow configuration and modular implementation. Personalised, role-based access and customised dashboards increase individual and business process productivity.
- **Manage Your Business, Not Your Software.** Built from the ground up for growing and midsize enterprises, NetCRM offers affordable pricing, accelerated implementation, and comprehensive support packages that yield unbeatable TCO. Plus, you eliminate the costly and time-consuming integration often associated with using a patchwork of disconnected systems. NetSuite provides leading-edge professional services, educational programs, and support that ensure efficient implementation and continued, long-term success. This web-based approach allows you to focus on your business, while we manage your IT functions.

 Find out more: contact your local Solution Provider or NetSuite, Inc. at 011 877 672 7827