concourseconnect
The Complete Commercial Networking Solution

The Open Source Community and Collaboration Solution

> Create dynamic online communities

> Utilize a full range of web 2.0 tools

> Integrate with an enterprise-class CRM

> Customize and centrally manage

> Provide CRM tools to channel partners

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Introducing ConcourseConnect

Complete Commercial Networking Solution

ConcourseConnect is the complete commercial networking solution. It is a comprehensive platform for rapidly deploying large online communities–whether internal, external or a combination of both–and is the first platform to merge online community, social networking, integrated customer relationship management (CRM) tools and a complete central management toolkit.

Simply put, ConcourseConnect is *where social networking meets business*.

At the heart of ConcourseConnect is a robust community creation platform with an integrated directory front-end that provides intuitive searching and viewing of all community content. On the backend, ConcourseConnect communities easily integrate with a powerful suite of customer relationship management (CRM) tools and a comprehensive management console.

Every entity in the community (people, groups, businesses, organizations, etc.) has a rich profile that provides powerful web 2.0 and social networking tools like blogs, wikis, forums and more. Private messaging, reviewing, rating and tagging capabilities add to the richness of the user experience and encourage participation.

ConcourseConnect can be deployed in either on-premise or hosted environments to enable Commercial Networks capable of supporting millions of users. A flexible customization layer that includes a Java Portlet architecture and a skinnable interface means ConcourseConnect can be configured to match unique technical and branding requirements.

The landscape of interaction is changing as more and more businesses and organizations embrace new technologies and tools to better connect with customers, partners, volunteers and other stakeholders in their ecosystems. ConcourseConnect empowers organizations to:

> - Forge deeper bonds with customers, partners and other stakeholder groups
> - Gain greater knowledge of their markets and provide better service
> - Promote effective communication and collaboration both internally and externally
> - Get the most from community activity and interactions with prospects and customers

ConcourseConnect At a Glance

Powerful Community Tools
- Blogs
- Wikis
- Forums
- Document storage
- Pictures
- Reviewing
- Tagging
- Private Messages
- Classifieds

Social Collaboration Tools
- Virtual workspaces
- Action plans
- Task lists
- Shared forums

CRM Business Tools
- Contact management
- Email marketing
- Opportunity tracking
- Full-featured help desk
- Project management

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To learn more contact:
Email: sales@concursive.com
Call 757.627.3002
or Visit www.concursive.com

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ConcourseConnect
Complete Commercial Networking Solution

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ConcourseConnect is the first platform to enable the creation of true commercial networks– the intersection of social networking, web 2.0 collaboration and sales and marketing tools.

ConcourseConnect enables organizations to create dynamic communities to connect various stakeholders and manage the entire ecosystem with an integrated management console and backend CRM tools.

Leverage the power of an active online *Community* ☑

> Create a new type of dialog with customers
> Harness group dynamics to grow your brand
> Deliver better support at lower costs
> Improve customer loyalty

Manage your entire solution with a single *Central Management* toolkit ☑

> Seamlessly integrate community, collaboration and business tools
> Complete backend data management
> Centralized system administration

Empower your teams to do more through *Collaboration* ☑

> Create secure virtual workspaces
> Set goals, assign tasks and track progress
> Enable enhanced information sharing
> Boost productivity of internal teams

Tailor a solution to meet your needs with *Customization & Integration* ☑

> Configurable interface and look & feel
> White label flexibility to meet branding objectives
> Extend functionality with industry standard Java Portlets

Maximize opportunities with integrated online *Business Tools* ☑

> Make the most of online community activity
> Arm salespeople with knowledge and tools
> Manage new prospects and grow customers
> Make your marketing dollars go further

"The Open Source Community and Collaboration Solution"

Customization Layer

Customizable functionality and look & feel

Directory Front-End

Federated search and intuitive access to community content

Online Community

People **+** Groups **+** Partners

Dynamic online community with rich social networking and web 2.0 capabilities

| Collaboration Tools | CRM Business Tools | Central Management |

Seamless integration with collaboration, business and management tools

Solutions

Community

> A new type of dialogue with customers
> Group dynamics to grow your brand
> Better support at lower costs
> Improved customer loyalty

Collaboration

> Secure virtual workspaces
> Project management tools
> Enhanced information sharing
> Boost productivity of internal teams

Business Tools

> Manage community activity
> Arm salespeople with tools
> Manage new prospects and customers
> Make marketing dollars go further

Versions

	Community	Commercial Options		
		Trial (free)	Professional	Enterprise
Daily Source Code Builds	✓			
Commercial Release Program		✓	✓	✓
Integrated Management Console		✓	✓	✓
Commercial Support			✓	✓
Cloud Services Integration			✓	✓
Performance Package Available				✓

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