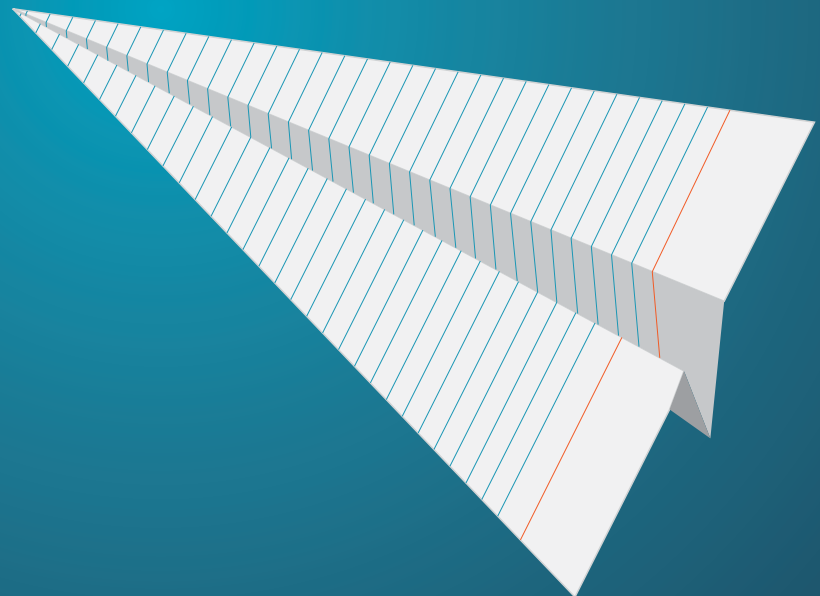




**NEW VERSION!**

# ConcourseSuite 5.0

## A Complete Front Office Solution





# Concourse Suite 5.0

## A Complete Front Office Solution

*Concourse Suite offers a complete front office solution that combines customer relationship management, online presence management, marketing, team collaboration and customer service - all on one easy to use platform!*

- > Leads/Pipeline
- > Customer Service
- > Marketing
- > Team Collaboration
- > Website
- > Content Management

*In addition, Concourse Suite provides the ability to quickly customize or add functionality via a flexible Portlet plugin architecture.*

### Focus Sales Efforts Where They Belong – On Closing



- > Manage the entire sales cycle—from lead to close
- > Maintain a constant view of prospect status
- > Manage pipelines and forecasts
- > Access sales data when and where you need it

### Increase Satisfaction and Lower Costs



- > Resolve service issues quickly and efficiently
- > Implement automatic escalation rules
- > Assign cases by individual, group, role or department
- > Track and manage customer service costs and trends

### Create and Manage Campaigns with Measurable Results



- > Create targeted groups and lists
- > Develop custom emails and letters
- > Quickly build and send surveys
- > Track campaign results

### Make Your Website Work for You



- > Design a site that attracts more prospects
- > Capture leads automatically from forms
- > Manage online product catalogs
- > Drive more traffic with site mapping and SEO

### Empower Your Teams To Do More



- > Encourage team solutions through collaboration
- > Create web-based team projects
- > Track progress and document results
- > Search, find and leverage shared experiences

### Make Documents and Content Easy to Find and Utilize



- > Efficiently manage website and other content
- > Publish content and post files for inter-office use
- > Update website pages and postings within minutes
- > Share knowledge-based documents internally by roles

**“Get and Grow Customers with Concourse Suite”**

### Radically Flexible Deployment Options



Concourse Suite 5.0 offers flexible deployment options designed to meet your current needs and scale with growth:

- > Hosted
- > Managed Appliance
- > Hosted Appliance
- > Managed On-Premise



To learn more contact:  
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or Visit [www.concourse.com](http://www.concourse.com)