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Dedicated Enterprise-Class CRM Solution

Complete Front Office Solution

> Full featured CRM package with tools

> Team collaboration to improve workflow

> Functional web content management

> Infinite expandability and customization

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Introducing ConcourseSuite

Dedicated Enterprise-Class CRM Solution

ConcourseSuite, the next-generation Front Office Solution, has arrived. Its platform encompasses CRM, website management, content management, e-commerce catalogs and social networking. It embraces the always-on, always-connected world. It incorporates Web 2.0 technologies to enable much richer, many-to-many interactions among companies, their customers and other communities of interest. No other solution in the market today approaches its broad, integrated functionality.

ConcourseSuite embraces openness—open standards, open business models, open source, public APIs. It shuns customer lock-in; instead, it lets customers reuse their existing software, integrate with legacy applications, even utilize old CRM systems.

Next-generation CRM enables a new kind of enterprise—the Extended Enterprise—in which companies work not only with their suppliers and customers but also with resellers, distributors, franchisees and agents. Extended Enterprises can deploy the Concourse Suite platform to serve not just the enterprise itself but its dealer channel, franchisees, network of agents or online affiliate network.

Extended Enterprises seek a platform to build new functionality, not just a complete CRM solution. They hope to reuse their Java-based software components in other applications and integrate legacy systems with CRM. Unlike "closed box" systems of other CRM vendors, ConcourseSuite provides these platform features. ConcourseSuite delivers, a scalable, flexible architecture with robust security and ease of use.

ConcourseSuite includes all the basic functionality of previous generations and adds more, allowing companies to:
- › Run their public websites, including their e-commerce catalogs, from one application.
- › Interact with customers however those customers desire by adding Web 2.0 and social networking capabilities (re-christened Enterprise 2.0 for the business world.
- › Capture all customer data-web statistics, CRM, Enterprise 2.0 and transactions-in a single database.
- › Deploy the application in radically flexible ways that suit companies' size, budget and IT capabilities.
- › Deliver massive scalability and ease of use.

ConcourseSuite At a Glance

ConcourseSuite Modules

› Leads	› Projects
› Contacts	› Help Desk
› Accounts	› Documents
› Pipeline	› Reports
› Products	› Website
› Marketing	› Quotes

Key Features
- › Social Networking
- › Content Management
- › Integrated Communication
- › Document Storage
- › Project Management
- › Team Collaboration
- › Outlook Integration
- › Portlet Technology
- › Custom Dashboards
- › Enhanced Searching
- › Quick Actions Menu

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

ConcourseSuite

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ConcourseSuite 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.

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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 ConcourseSuite"

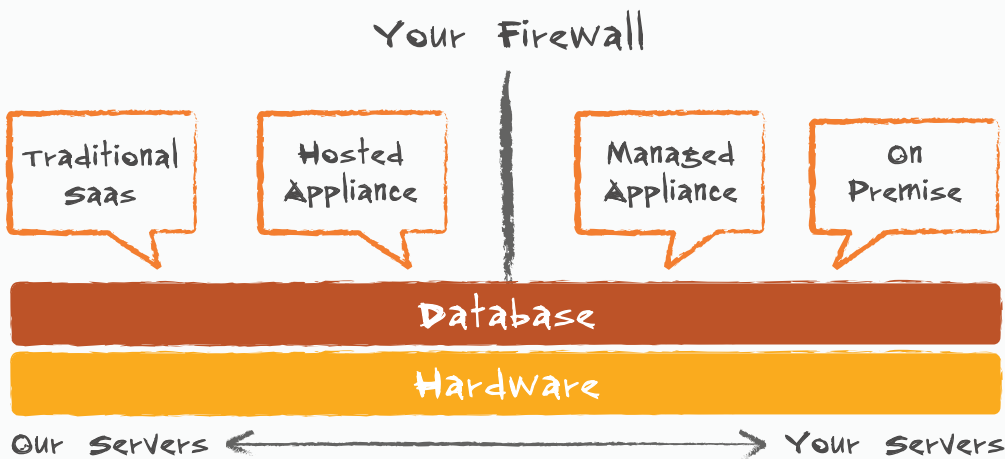## Radically Flexible Deployment Options ✓

ConcourseSuite offers Flexible deployment options designed to meet your current needs and scale with growth:

› Hosted
› Hosted Appliance
› Managed Appliance
› Managed On-Premise

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Versions & Deployment Options

	Hosted-On-Demand (SaaS)	Hosted Appliance	Managed Appliance	On Premise
Yearly Seat Fee / User	$600	$400	$400	$400
Hosting & Mgt Fee / server / yr	$0	$36,000	$0	$0
Mgt Fee / server / year	Inc in seat fee	$0	$6,000	$0
Installation Fee	$0	$1,000	$1,000	$0
Recommended # of Seats	1-100	100+	100+	100+
Hardware Location	Concursive	Concursive	Customer	Customer
Shared / Dedicated server	Shared	Dedicated	Dedicated	Dedicated
Daily Backups, Secure, Firewall	Yes	Yes	Customer	Customer
Database, OS, JVM upgrades	Yes	Yes	Yes	Customer
Deployment Features	On-Demand No IT Required	Dedicated system We host and manage	Dedicated system You host we manage	Dedicated system You host and manage

Your Firewall

Traditional Saas

Hosted Appliance

Managed Appliance

On Premise

Database

Hardware

Our Servers ← → Your Servers

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