

SalesOutlook
*The Common Sense
CRM Outlook Solution*

Talk to the technology specialists

SalesOutlook's key mission is to provide technology products and services that help businesses develop stronger, more fruitful relationships by improving the way they manage information and interactions relating to marketing, selling, delivery and service processes.

Nouveau Solutions Ltd has been appointed the Master Reseller of SalesOutlook in the UK and Europe. Formed in 1992, Nouveau Solutions Ltd provides Business, Infrastructure and CRM Solutions to companies of all sizes. Nouveau's mission is to make a positive contribution to the management and deployment of technology solutions in any business.

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Overview

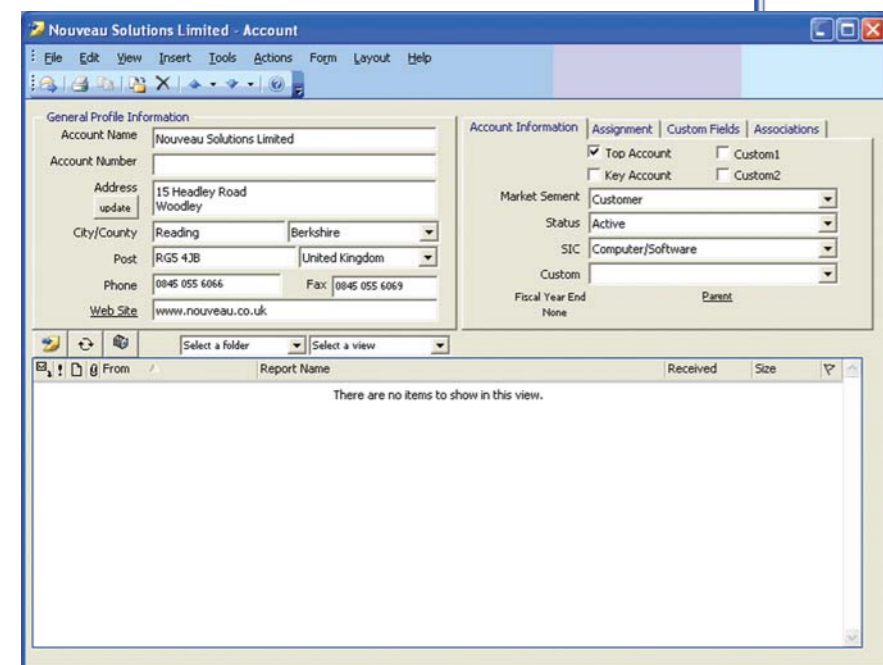
Nouveau is the Master Reseller of SalesOutlook in the UK. SalesOutlook is a fully-featured and powerful CRM system that integrates within Microsoft Outlook® and Microsoft Exchange®. It is extremely user-friendly, adding many features to increase productivity and efficiency within an environment which your staff are already comfortable using.

The information you need is never more than one or two clicks away in the most commonly used application of them all, Microsoft Outlook®. Because of its tight integration within Microsoft Outlook®, SalesOutlook can harness all of the power of Microsoft Office, allowing you to maximise your investment on the infrastructure that you already own.

Product Features

Account Management

Microsoft Outlook® is designed to be a contact-based application and consequently it organises all of its information around contact records. SalesOutlook fundamentally changes this perspective, turning Outlook into an account-based application. This enables Outlook's contacts to be displayed as individuals within an organisation, in a hierarchical manner,

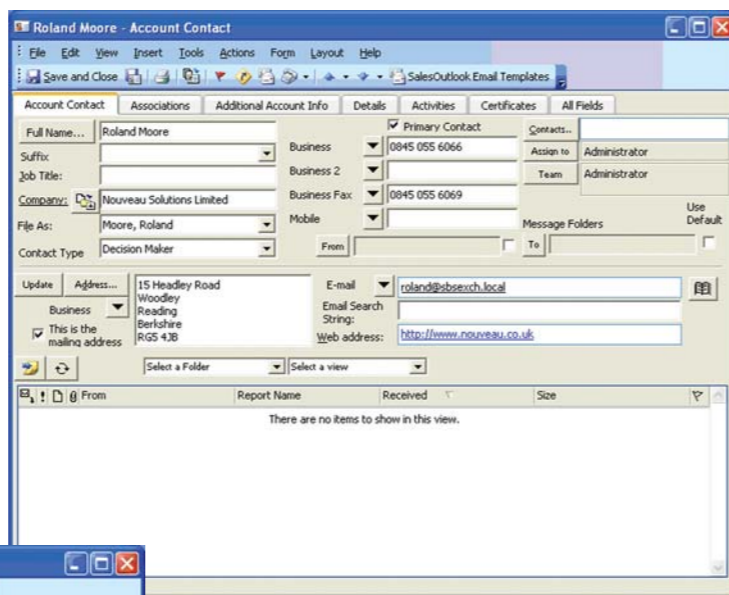


allowing your organisation to define account associations such as accounts with multiple office locations, branch accounts and any associated relationships such as suppliers or associates. All information pertinent to an account, such as contacts, notes, e-mails, opportunities, service items and other related information are accessible from a single form, enabling the user to gain a snapshot of all activities and information with the least amount of effort.

Contact Management

SalesOutlook builds on the standard Outlook contact form to allow the viewing of all-important information required when dealing with your contacts.

From the Account Contact form, SalesOutlook users are able to create and access notes, tasks, e-mail messages, linked documents and more, all from one easily accessible screen. Because SalesOutlook is built natively into Outlook, all of the features the user is accustomed to, such as scheduling new activities, meeting requests, creating e-mail messages and attaching documents can be easily achieved from the Contact's record.



SalesOutlook enables users to become more efficient and productive by providing them with all of the information they need in one place.

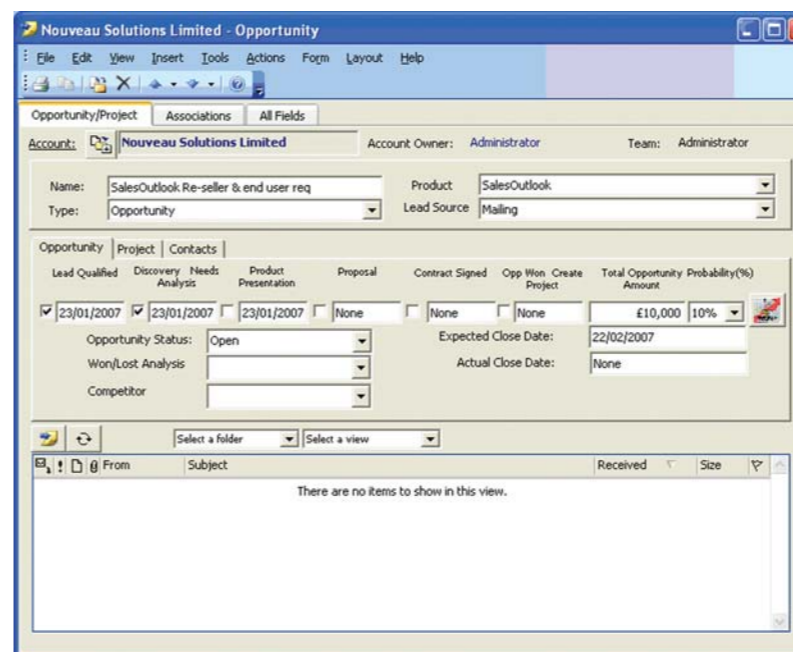


Opportunity Management

Every organisation needs to identify opportunities to sell its products and services to prospective or existing customers. SalesOutlook simplifies the management of opportunities by providing the means to efficiently track every opportunity through each stage of the sales process.

When dealing with an organisation you will almost always be dealing with a specific sales contact. An opportunity can therefore be created in different ways: for the account as a whole or from a contact record.

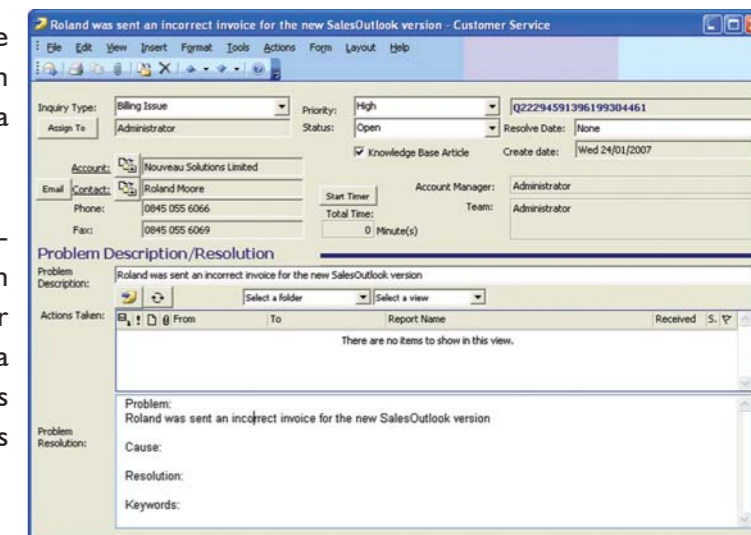
SalesOutlook's Opportunity Management works using a six-stage sales process. As the opportunity progresses through each stage of the sales process and reaches particular milestone, they will be prompted to add notes to ensure a complete history of each opportunity is recorded. All details are tracked and dated, such as customer meetings, e-mails and notes for each stage.



Service Management

Using the SalesOutlook Customer Service Management features, users are able to manage all manner of enquires such as support, returns or customer service interactions. These can be entered into a searchable database and tracked through to resolution, creating a valuable knowledgebase. By recording this easily accessible information throughout the service management process, any user can easily inform the customer of the status of their enquiry at any stage of the process. This ensures that if any team member is away from the office when an enquiry is made, another colleague can view a complete history of the enquiry and keep the customer informed of the status of his enquiry.

Additional features include the ability to determine the amount of time each stage has taken to resolve the problem by using the integrated stopwatch feature incorporated within the Service Management screen.



PLEASE NOTE

This document is intended to give a brief overview of the power and flexibility of SalesOutlook, which provides many other features such as Team Selling, Document Management, E-mail Marketing and a host of other tools that enable this technology to make your business more efficient.

SalesOutlook is infinitely customisable so any non-standard requirements can be incorporated quickly and efficiently.

CONTACT US

For further details and to organise an on-line demonstration with one of our CRM specialists, please contact Nouveau on 0845 055 6066, or visit the SalesOutlook website at www.salesoutlook.co.uk