



NetSuite *NetCRM*

NetCRM offers the industry's first and only:

- Built-in, Customizable Dashboards
- Integrated Order Management
- Incentive Management
- Upsell Manager
- Automated E-mail Campaign Statistics
- No-click Auto-capture of E-mail
- Xtreme List Editing

NetCRM functionality includes:*

- Sales Force Automation
- Order Management
- Incentive Management
- Upsell Manager
- Marketing Automation
- Customer Service and Support
- Partner Relationship Management
- Contact Management
- Reporting and Analysis
- Offline Sales Client
- Complete Customization and Configuration

*Some features sold in add-on modules

NetSuite's NetCRM is the only complete, front-office solution that integrates all of your customer-focused activities—from contact to contract to cash. With NetCRM, you have a powerful, easy-to-use solution to manage your sales processes, customer service, marketing activities, and partner programs.

With one complete view of your customer, NetCRM allows you to close sales faster, upsell existing customers, and deliver better customer service. Your marketing team can better target your customers with campaigns and promotions based on their purchase histories. Your sales team can recommend new products or services. And your customer support department can serve customers more effectively by reviewing their past support issues and complete billing history.

In addition, NetCRM seamlessly ties together customer-facing CRM applications with accounting, warehousing, and shipping applications to support your entire sales process. As a result, your departments can work collaboratively to serve customers better, increase customer satisfaction, and boost retention rates and repeat business.

Why NetCRM?

Access a Single, Real-time View of the Customer

One common customer record provides lead source, purchase history, order status, and customer cases, allowing you to run a better business. Visibility for partners also supports a cohesive channel sales and service presence. Plus, an audit trail enables tracking of all phone, Web, e-mail, and in-person interactions with your customers.

Order Management Spanning Contact to Contract to Cash

Marketing automation features allow you to track campaigns, deliver targeted e-mail, calculate return on investment (ROI), and provide real-time lead analysis. With automated Sales Force Automation (SFA) features, your sales staff can track leads as they become opportunities, enter sales orders, and provide post-sale support and follow-up. Customers can access Web-based self-service to expedite support-to-resolution processes around the clock.

Leverage Customer Purchase Histories

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 programs support sales with upsell offer optimization, and support marketing with customer-oriented communications for highly targeted campaigns. Plus, workflow reminders support timely responses to sales leads and customer issues.

Integrated Incentive Management

Integrated commissions motivate your sales force by providing representatives with real-time tracking of actual and projected commissions.

Customize to Support Diverse Businesses via Click, Not Code

Advanced customization features in NetCRM allow for tailored workflow configuration and modular implementation, as well as business processes adapted to your vertical industry.

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 total cost of ownership. Plus, you eliminate the costly and time-consuming integration often associated with using a patchwork of disconnected systems. NetCRM also provides leading-edge professional services and educational programs that ensure efficient implementation and continued, long-term success.

 **Find out more** Contact Net Results at 800.467.1147 or visit www.n-r-m.com