

# GeoCom<sup>®</sup> Customer & Contacts

Freeware: no license fees for non commercial use!

The intelligent marketing information system for efficient customer management.



**Customer care is one of the most important factors that influence a company's success. Only those who have - independent from time and place - relevant information about customer relations, can take advantage for competition.**

## Highlights

- **platform independence.** Don't go for compromises. There is no need to switch from your favourite operating system, whether it be Windows 9x, NT, 2000 or another preferred system
- take advantage of the system's **fast replication mechanisms** for distributed locations. Work offline with full data availability and data integrity
- call up **information** about customers, contacts and current projects - independent from time and place
- **easy and clear administration** of customer's data through electronical form sheets
- high convenient **user interface**
- **full integration** of documents created by other applications e.g. Microsoft-Office
- **assignment** of e-mail and outgoing correspondence to customer profiles
- communication via integrated **TAPI-system** and Notes-Mail via SMTP and X.400
- German or English **user interface**
- custom specific **extension of functionality**
- <http://www.geocom.de>

## Innovative information system

GeoCom<sup>®</sup> Customer & Contacts is a customer and marketing related information system, that is based on the groupware-platform Lotus Domino. An non-restricted information-pool containing features to all customer relations like contact profiles, projects, offers and transactions makes sure that staff members

are permanently up-to-date. The complete history of a customer's relationship is available without permanently being online. This means all administration tasks can be carried out completely at every location - from home office or remote during a business trip.

## Efficient customer management

GeoCom<sup>®</sup> Customer & Contacts supports different activities such as the acquisition of new customers, the cultivation of the customer's relationship as well as the supervision of current and future transactions.

Operating with GeoCom<sup>®</sup> Customer & Contacts means to have more facilities to support the own organization of pending tasks. Hereby users can provide activities related to customers (e.g. phone calls or correspondence) with a re-submission date.

Additionally it is possible to make comments on specific activities and delegate or forward documents to other persons.

Following the idea of a comprehensive knowledge-management it is also possible to import existing master data from other sources to GeoCom<sup>®</sup> Customer & Contacts.

## Full integration possibilities

A perfect customer management can only

be performed if the entire office background can be integrated - e.g. MS-Word or MS-Excel. Documents can be embedded into the database or attached as OLE-objects. Finally, standard activities like correspondence or mailing can be recorded without necessarily using other applications, e.g. word processing systems.



## Telecommunication facilities

Fast and easy communication is an important asset within modern teamwork. Via the TAPI-system users can initiate phone calls by a single mouse click.

The integrated e-mail system enables staff members to communicate with other employees or to stay in contact with customers and business partners. Notes e-mail is fully compatible to standards SMTP and X.400.

For further information please refer to [helpdesk@geocom.de](mailto:helpdesk@geocom.de)