

GeoCom[®] 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 influences 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[®] Customer & Contacts is a customer and marketing related information system, that is based on the groupware-platform Lotus Domino. An unrestricted 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 any location - from home office or remote during a business trip.

Efficient customer management

GeoCom[®] 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[®] 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[®] 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