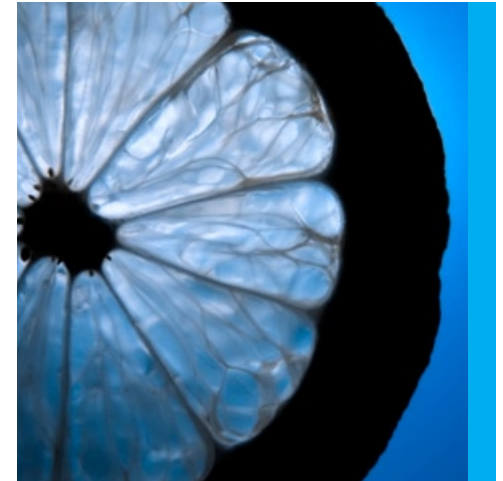
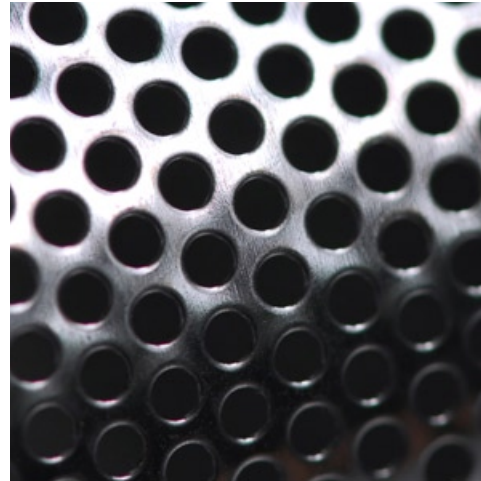


eBUSINESS eSERVICE



Key Benefits

- “Out of the Box” functionality
- Self-Managing Customers, one point of contact
- Managing a Reseller Channel
- Knowledge Base
- Leading Edge Technology



Greentree® eService

In today’s web-enabled business world, customers expect direct access to information serving technologies that will help them stay informed, communicate effectively and make better business decisions. The Greentree eCRM Service Portal empowers your customers and staff, with a web-based connection to the Greentree CRM Service modules, providing real-time access to both enquiry and data entry functions.

“Out of the Box” Functionality

The Greentree eCRM Service Portal has been designed for rapid implementation into almost any service-based organisation. A range of standard data entry and enquiry functions have been developed which can be easily customised and implemented into an organisations existing web site. The eCRM Service Portal operates on-line with the Greentree CRM Service and Support modules, providing real time access to allow users to log their own support requests, as well as monitor the current status of calls, issues and other information.

Self-Managing Customers, One Point of Contact

Your customers are able to login to a secure area via

your web site and view the status of calls that they have outstanding, plus enter new ones. Calls that are logged via eCRM are automatically routed to the appropriate department and person within your organisation, for review and/or action. This means that not only are customers able to log new issues 24 hours per day (where appropriate), but the “double handling” of calls via a help desk person is removed.

Managing a Reseller Channel

Calls can also be effectively managed for a channel-based support organisation. An example of this scenario would be a computer hardware distributor that offers a warranty or repair service for products that are sold via retail



“Very, very responsive!”



outlets. Goods may be returned for repair via the retail outlet and both the enduser customer and the retailer need to track the status of outstanding repairs.

The reseller would be able to view that status of all product repairs or issues they have outstanding, whereas the customer would be only able to view their own repairs.

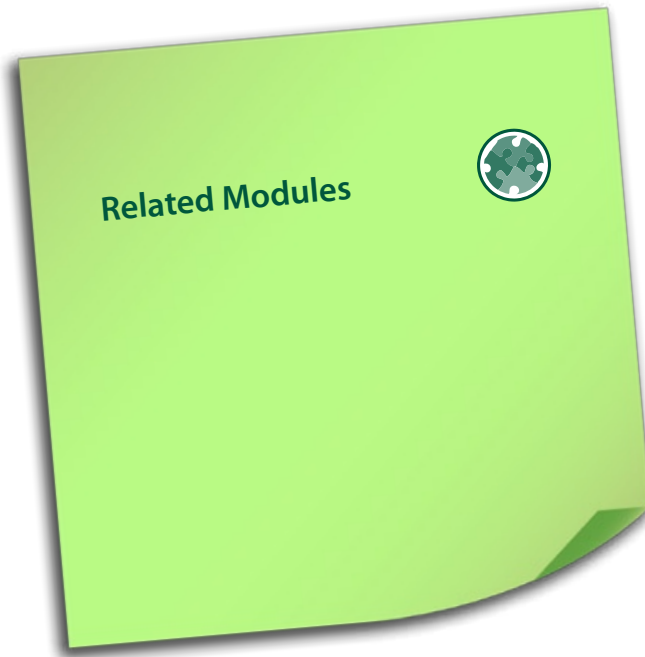
Knowledge Base

An optional link to the Greentree Knowledge Base module is also available to assist in addressing and researching issues immediately. This means customers may be able to resolve some issues themselves, without the need to contact your help desk at all. The Knowledge Base is completely configurable to limit the amount of information that is available to customers, versus your own specialist staff.

Leading Edge Technology

The Greentree eCRM Service Portal utilises web-based





protocols to provide an interface that can be easily adapted to a range of business requirements. A “web services” engine manages communications between the main Greentree database and external web-based systems via a SOAP/XML transport protocol.

The eCRM Service Portal, being based on standard Web Services, allows your customers own systems to directly integrate with Greentree via the Web. For example, your customer may have their own call logging system, as you act as sub-contractor to them, and your customers call logging system can directly create and update calls using web Services, from within their application. This

seamless integration across the web is the beginning of a new era of Web based business computing, with Greentree leading the way.

The eCRM Service Portal has been designed for implementation into organisations with minimal effort required to add company logos or other key information. However if required, all the eCRM web pages provided can be easily changed by an experienced web-developer.

CLIENT SPOTLIGHT: Acumen Group



Acumen Group Limited is New Zealand’s pre-eminent public relations company specialising in all aspects of communication including strategy, political lobbying, media relations, investor relations, crisis management, internal communications, change management, advertising and marketing communications.

It is the only public relations consultancy with advertising accreditation in New Zealand.

For more information visit: www.acumengroup.co.nz



“Very, very alive!”



“Very, very integrated!”

Greentree is modular, with all business functions totally integrated. This provides you with a wide variety of modules and sub-modules that afford options rarely found in other packages. You purchase the pieces that you need, effectively matching the system to fit your business. Choose from: Financials, Job Costing, Supply Chain & Distribution, Manufacturing, Human Resources, Customer Relationship Management (CRM), Service & Asset Management, Business Intelligence, Retail, Workflow-Business Process Management and eBusiness.

Greentree is a **flexible** solution, readily adapting across a broad range of industries and business types. Businesses are provided with a **powerful**, extremely cost-effective system that has consistently proven itself capable of managing change and growing business potential.

With simple, smart thinking at your fingertips, Greentree provides the ultimate seamless business-building environment. Exploit it's accuracy in business metrics, challenge it's capability to deliver empowering information. Rely on the one highly **responsive** solution to efficiently streamline your internal processes resulting in increased manageability and productivity across all areas of your enterprise.

What's the difference to any other software solution? Greentree is the most responsive business software product available, providing a source of competitive advantage to help you drive your business to the next level!

