



SALESLOGIX

SALES • MARKETING • CUSTOMER SERVICE • SUPPORT

SalesLogix – The Logical Next Step as Your Business Grows and Changes

Whether you have been using ACT! from Interact or another contact management solution, you may require additional capabilities as your business grows, such as robust opportunity management and forecasting, marketing automation and service and support solutions, all designed to manage customer interactions across your entire business.

SalesLogix, the award-winning Customer Relationship Management (CRM) solution from Interact, builds on the features and ease-of-use of ACT!, while providing you with the additional functionality you need to acquire, retain and develop profitable customer relationships.

Top 10 Benefits of CRM

It may be time to consider migrating from contact management to a full-featured CRM solution if your organisation could benefit from one or more of the following CRM benefits:

- 1. Centralised Data** – Access one Centralised database for a complete view of all customer interactions, from sales and marketing to customer service and support. As your organisation grows, this enables all of your employees - whether they are responding to a billing inquiry or conducting in-person sales calls - to have a complete, up-to-date view of each customer.
- 2. Marketing Automation** – Utilise robust marketing automation tools to segment customers and prospects, automate campaign activity scheduling and follow-up activities and track response rates. Workflow capabilities for lead routing ensure that no leads slip through the cracks. And, revenues can be tied to specific campaigns so that it's easy to analyse campaign ROI to increase marketing efficiency.
- 3. Customer Service and Support Solutions** – With Service and Support solutions, your organisation can track and resolve customer questions, issues and technical support inquiries for a high-quality customer experience. In addition, Web Customer Portals empower customers to find the answers they need by allowing them to view, add or edit service and support tickets.
- 4. Advanced Account and Opportunity Management** – While contact management applications may allow for company or account hierarchies, they do not provide the ability to track leads from campaign, through the opportunity cycle, to close. Advanced opportunity management allows for tracking by probability of close, products, lead source, status and competitors. In addition, proposals that include products, pricing and discounts can be created for each opportunity.
- 5. Robust Forecasting and Reporting** – Accurate, timely revenue forecasts help sales close more deals, bring higher profits to the company and align expenses with revenue growth. Forecasting also gives companies critical visibility into future product and service demand trends. With a CRM solution, opportunities can be segmented by account manager, region or probability of close. Management can analyse historical trends to gauge individual or team effectiveness and guide strategic changes such as territory realignment or redistribution of marketing spend.
- 6. Automated Workflow** – Automated workflow enables an organisation to automate business rules and processes across departments and employees. Some examples include auto lead-capture and distribution, as well as configuring email workflow, escalation conditions and notification routing when these conditions are triggered.



7. Scalability – CRM solutions for mid-sized organisations are designed specifically to scale with the growth and changing business requirements of these organisations. A CRM solution is equipped to handle a variety of scalability factors that affect database performance including number of users, records, attachments and documents.

8. Configuration and Customisation Capabilities – Contact management solutions are adaptable at the end-user level and allow for some layout and database changes; however, CRM solutions enable organisations to expand and customise data tables and other areas of the application globally to meet their business needs. A CRM solution should be able to adapt to your organisation's unique sales and customer interaction processes.

9. Integration – Integration with existing legacy databases, accounting applications and other company-wide business management solutions is critical for any organisation. CRM applications provide robust integration to products that organisations use every day, providing employees and management with a complete view of all the customer interactions for making more insightful business decisions.

10. Advanced Security – While sharing knowledge is critical to an organisation's success, the security available in a CRM solution allows an organisation to control the fields and views that various individuals and teams can view and modify.



SalesLogix

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ABOUT SALESLOGIX

SalesLogix is the customer relationship management solution that enables small to medium-sized businesses to acquire, retain and develop profitable customer relationships.

SalesLogix delivers integrated Sales, Marketing, Customer Service and Support automation solutions with low cost of ownership, rapid time to productivity and high return on investment. Flexible and easy to use, SalesLogix readily accommodates growth and changing business requirements.

ABOUT INTERACT COMMERCE CORPORATION

Interact is the leading provider of relationship management software for mid sized companies and small office/home office businesses. The company is known for building products that are, easy to use, quick to deploy, provide integration with leading back-office solutions and anytime, anywhere access to critical information. The company's products include SalesLogix, the mid-market CRM leader (customer relationship management) used by over 5,300 companies; and ACT!, the best-selling contact manager used by more than 4 million professionals and 14,000 corporations worldwide.

Interact Commerce Corporation Pty Ltd is a wholly owned subsidiary of the Sage Group, plc, the leading supplier of business management software and related products and services to the small to medium sized business community worldwide.