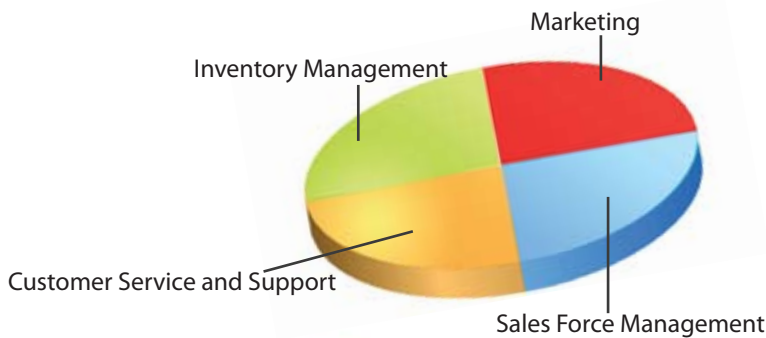


It is designed the way you want it to work, you will soon enjoy an increase in productivity while reducing your costs associated with developing effective sales, marketing and customer service strategies and inevitably Happy Customers with more profits.



## CRM Module Pie Chart



- Do you want a customer-centric business strategy ?
- Do you want a goal to maximize profitability, revenue, and customer satisfaction ?
- Do you want to capture, store and analyze your customer, vendor, partner, and internal process information and access it no matter where you are ?
- Do you want a solution that automates all your critical business information, while increasing productivity and reducing costs ?



## Celframe CRM is the answer

We bring you affordable enterprise-class CRM software, offering it with our world-class support policies.

Whether you are using our CRM software through a web browser, PDA, locally through network or syncing while your out the office, all your CRM information is available wherever you are, whenever you want it.



# Sustain and build customer relationships.

## Sales Force Management

This feature provides a detailed exposure of the customer and prospect relationship, allowing your team to create a complete biography of all the interactions that takes place.

This feature supports the sales process of an organization in entirety from Lead Management, Opportunity Management, Account & Contact Management, Sales Pipeline Management, Sales Forecasting, Sales Analytics, among others.



### Sales Modules

Lead Management  
Prospective Management  
Account Management

Contact Management  
Activity Management  
Reports & Dashboards  
Product Customization

## Marketing Automation

This feature allows you to run extensive queries mining the exact customer and prospect data you need. It uses query results to generate reports that help plan campaigns as well as evaluate the results of past campaigns.



### Marketing Module

Campaign Management  
E-mail Marketing  
Lead Management

## Enhancement Tools

Celframe CRM Outlook Plug-in for Microsoft Outlook® & Celframe Mail is a fully functional, enterprise grade business productivity enhancement utility.



Outlook Plug-in



Celframe Mail Plug-in



Celframe Office Plug-in



Microsoft Office Plug-in

## Customer Service and Support

This feature presents a win-win situation for both customers and you. Customers can interact with you anytime and anywhere in the way that's most convenient for them, whether via Internet, email, phone or fax.

Celframe CRM can store an unlimited amount of customer service cases per company and an unlimited number of tasks per support case. It provides enterprise quality Customer Support & Service features, such as Ticket Management, Knowledge Management, Customer Self Service Portal, Reports, and Support Statistics specifically useful for your organization's customer support unit. You can also use other customer support-related modules, such as Products, Activity Management, Calendar, Contact Management, and others.



### Support Modules

Ticket Management  
Knowledge Base  
Customer Self Service Portal

## Inventory Management

Effective Inventory Management enables an organization to meet or exceed customers' expectations of product availability while maximizing net profits or minimizing costs.

Celframe CRM extends beyond traditional CRM to provide a complete sales cycle management by integrating Inventory Management functions, such as Products, Price Books, Vendors, Sales Quotes, Purchase Orders, Sales Orders, and Invoices with CRM modules, such as Leads, Accounts & Contacts, and Opportunities.



### Inventory Modules

Products Management  
Sales Quotes  
Order Management  
Invoices

## Awards



## Technical Specifications

- Hardware: x486 and above with 512 MB RAM or higher with minimum 250 MB disk space.
- Operating System: Windows Server 2003 / 2008 all editions
- Web Server: Apache 2.0.40 and above.
- Database: MySQL version 4.1.x through 5.1.x.
- PHP: 5.0.x through 5.1.x.
- Web Browser: Internet Explorer 6.0, Celframe Voyager 2008, Firefox 1.5.x or Opera 7.21 and above.
- Internet charges may apply.

## What's in the box?

- CD with full versions of applications
- quick start guide and some flash training materials.
- Printed and electronic documentation.
- Rights to install on ONE computer.

## Where to Buy?



Distributor/ Reseller



Visit Our Web :  
[www.celframe.com](http://www.celframe.com)



Knowledge Base :  
[faq.celframe.com](http://faq.celframe.com)



Submit Query :  
[support@celframe.com](mailto:support@celframe.com)