



Customers

www.TrackerSuite.com/Customer



Automation Centre

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Customer Tracker

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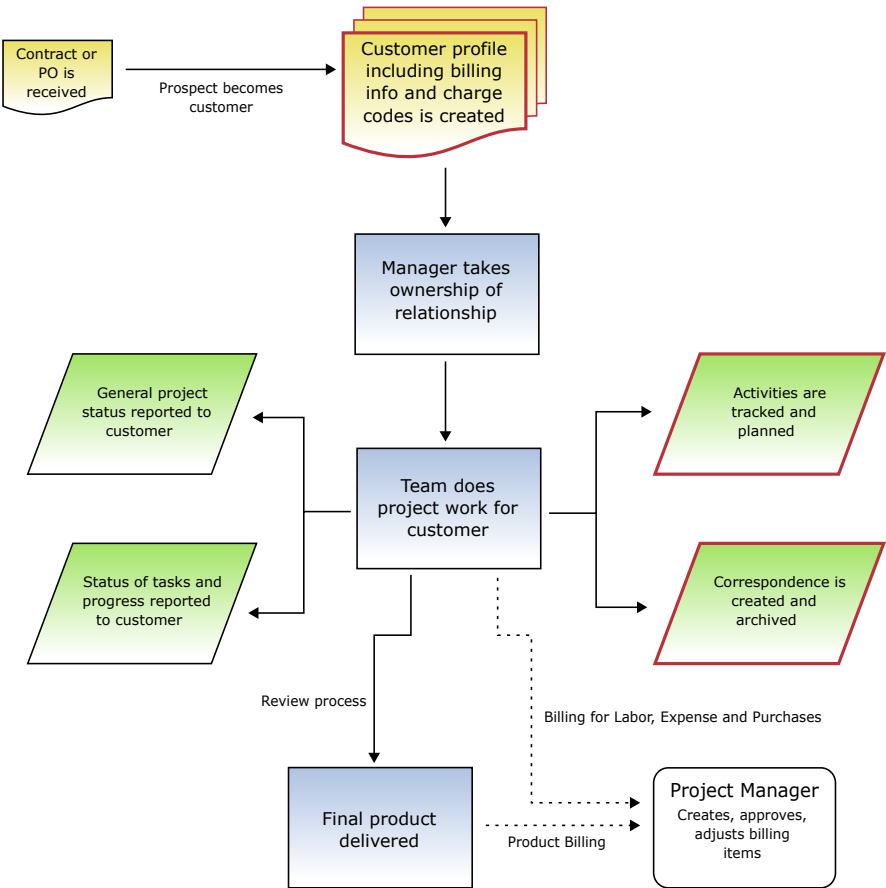


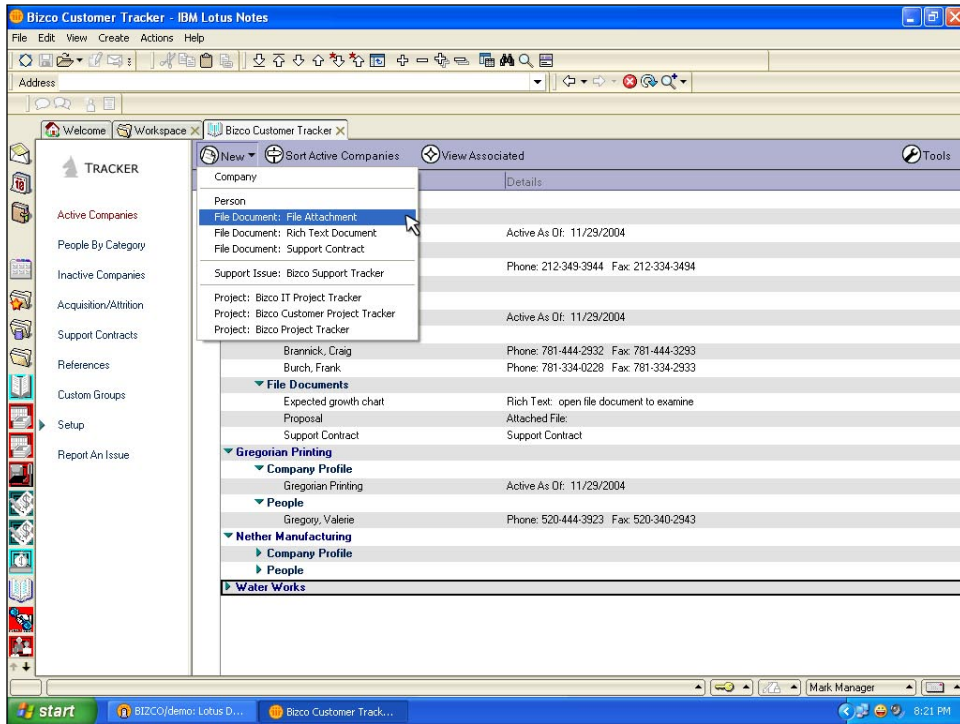
Improve your CRM through Lotus Notes and the Web

Customer Tracker simplifies your customer service processes by allowing other Tracker modules electronic access to current customer data, eliminating the need to manually enter customer information that is already available. Customer Tracker provides a central location for customer contact information, documents, files, support contracts and more.

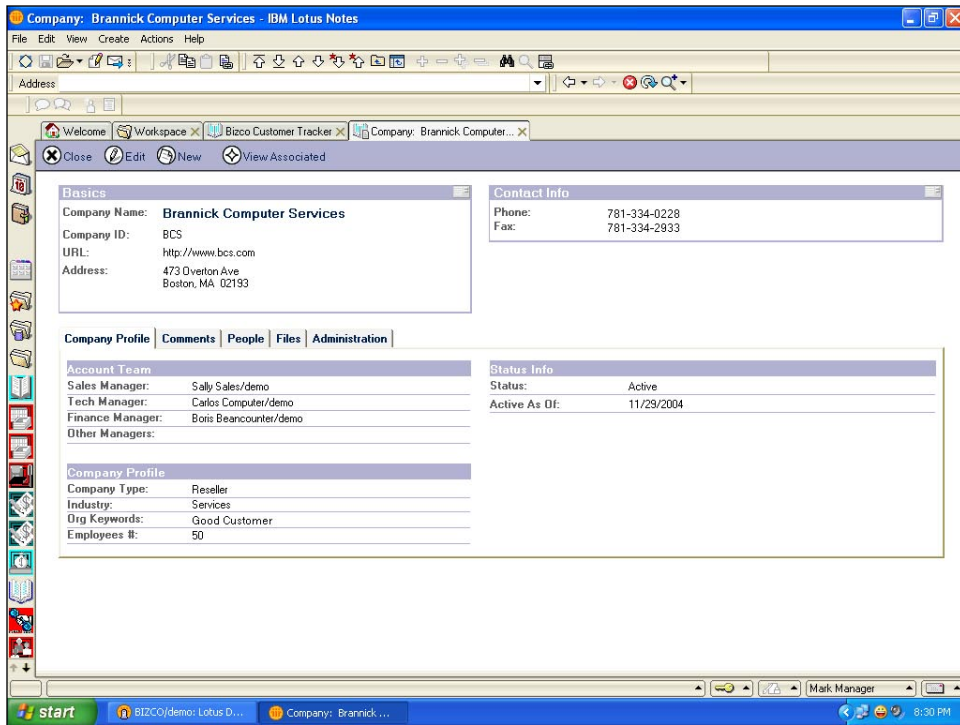
Through the **Tracker Portal**, Customer Tracker provides an Internet gateway for customer services, allowing customers to log in to request new projects, submit support requests and review current tickets, update their profile and add new contacts. New contacts are automatically rolled into a Customer address database.

Prospect Tracker, a sales force automation module, is integrated with Customer Tracker. If a prospect becomes a customer, their company profile and related data can be imported into Customer Tracker, eliminating the need to re-enter data.

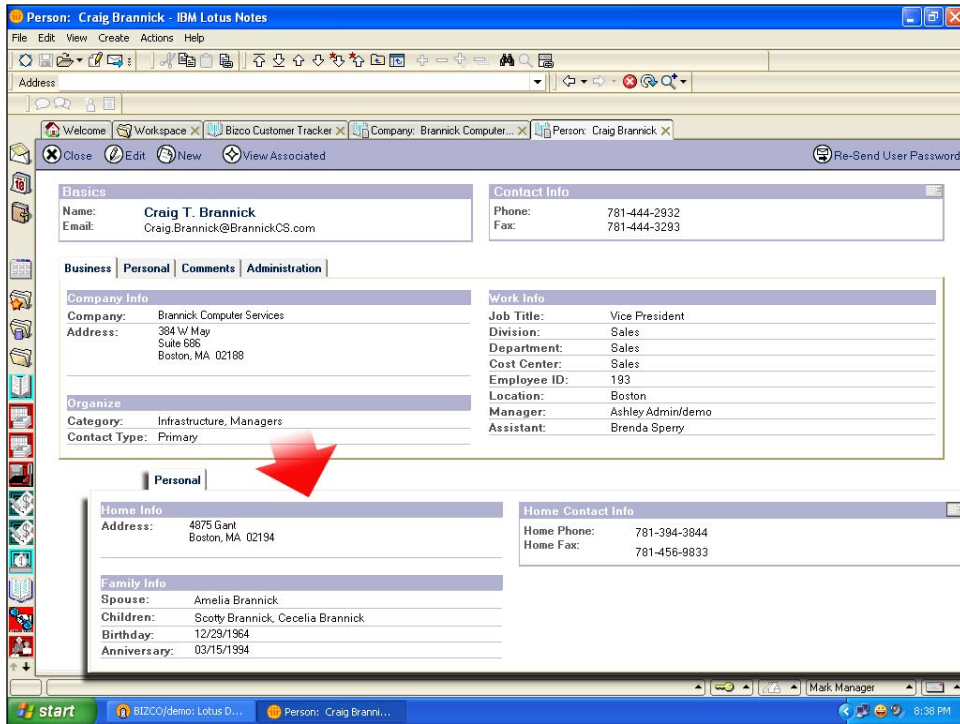




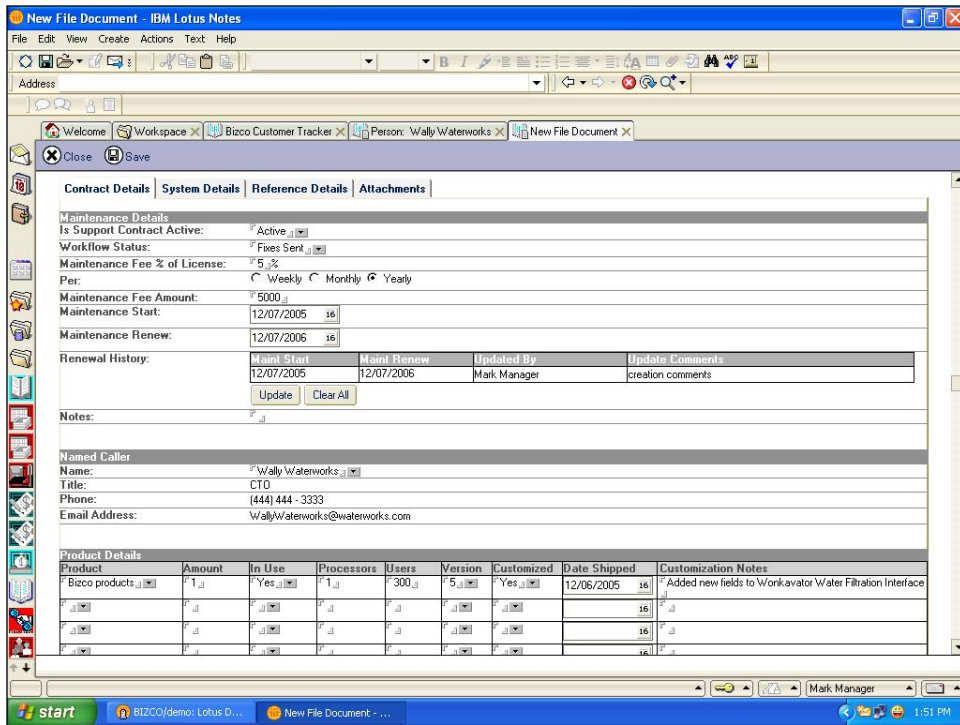
Manage customers in a central location



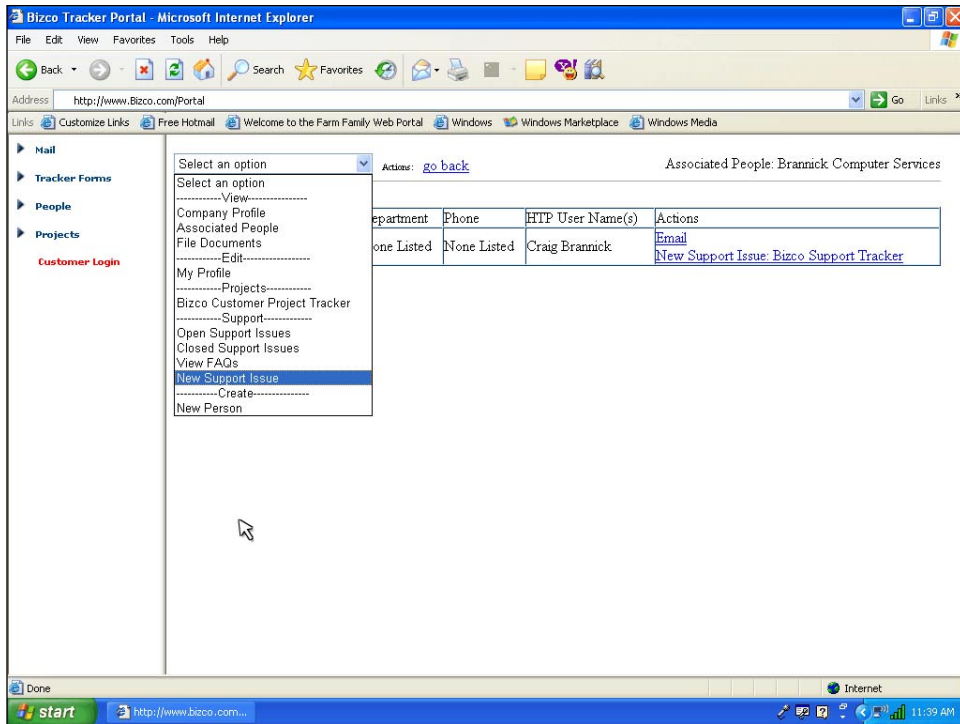
Customer profile



Customer personnel profile



Manage support contracts



Customer self service over the Web