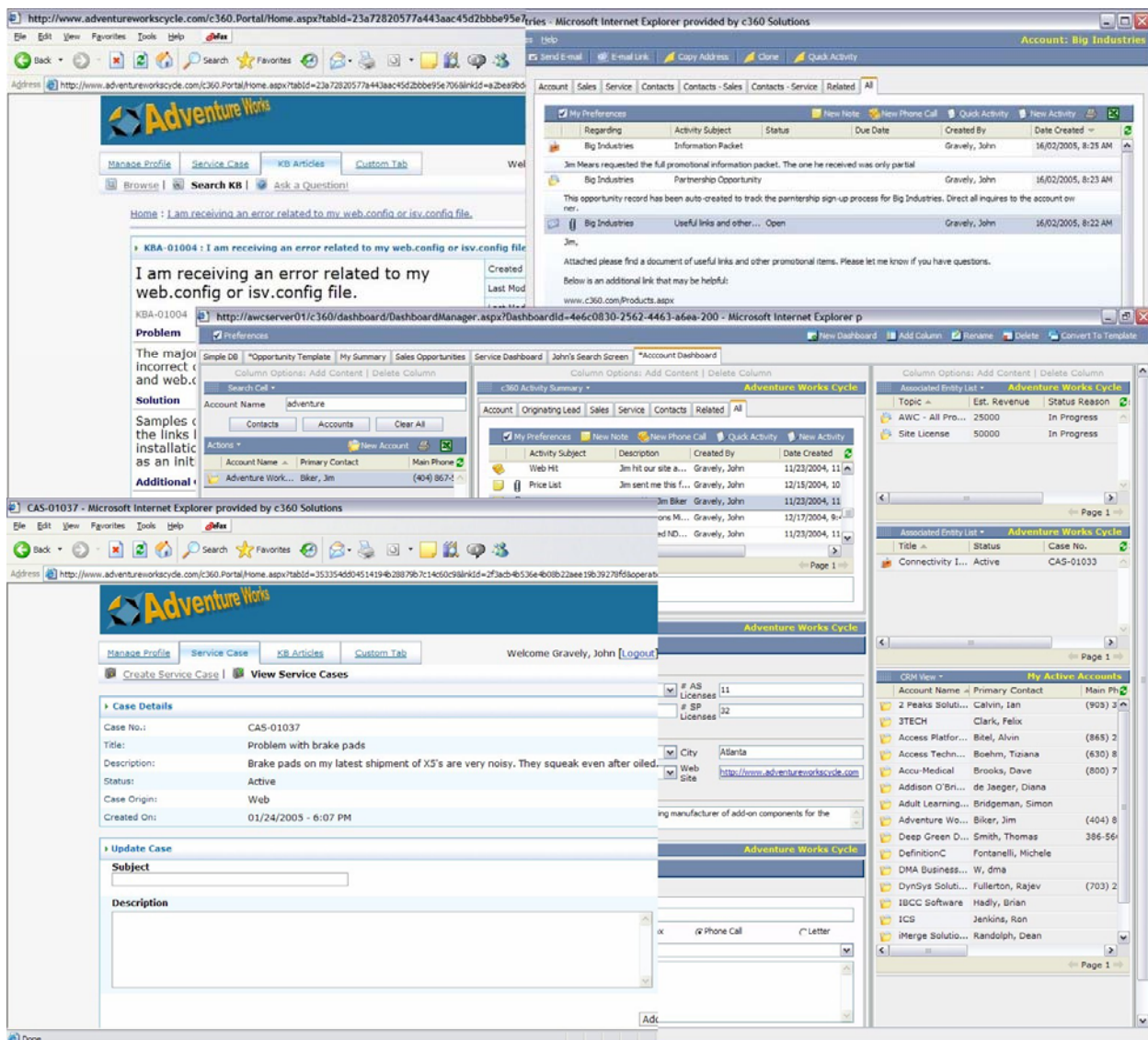




## c360 High-Tech for Microsoft Dynamics CRM 3.0

### Overview

c360 High-Tech for Microsoft CRM is a Microsoft CRM powered industry specific solution designed to meet the needs of technology companies. c360 High-Tech allows technology organizations using Microsoft CRM to be more productive as well as provide their customers access to many of their CRM functions online.



c360 High-Tech includes components that make Microsoft CRM ideal for technology companies. c360 High-Tech is comprised of the following c360 components:

- **c360 Core Productivity Pack** – Includes c360 Console, Duplicate Detection, Alerts, Multi-Field Search, Summary and Email Link products



- c360 Sales Productivity Pack – Includes c360 Forecast Manager, Relationship Explorer and Web Connect products
- c360 Service Productivity Pack – Includes c360 Email To Case and My Workplace products
- c360 Customer Portal – Connects your web site with your Microsoft CRM installation allowing your customers to search your CRM knowledgebase, update their contact details, create/view/edit CRM service cases and access custom functionality online
- c360 Utilities – Includes c360 Record Clone, Copy Address utility

*"As a software company in need of a CRM solution, we chose c360's High-Tech offering in conjunction with Microsoft's CRM system because of c360's understanding of our needs and ability to deliver a solution that works."*

**Graham Wood**

Chief Financial Officer  
GuardedNet

With c360 High-Tech for Microsoft CRM, technology companies are able to:

- Publish their technical support knowledgebase to the web allowing prospects and/or customers to find solutions without assistance
- Integrate lead capture pages on their web site directly to lead records within CRM
- Forecast revenues more quickly and accurately
- Better manage and segment their CRM data for marketing purposes
- Allow customers to update their profiles online
- Allow customers to create/view and edit Customer Service and Technical Support Cases allowing for improved service/support efficiency
- Quickly see chronological management summaries of all records in their CRM system
- Build role-specific Dashboard views to streamline CRM views and processes
- Build and view complex graphical, organizational charts

**Pricing**

c360 High-Tech is \$395 per active Microsoft CRM user.

**More Information**

For more information on the c360 High-Tech for Microsoft CRM offering, please contact c360 Solutions at:

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