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Enotia CRM



Rise Above The Everyday

Enotia CRM is an Australian-Developed and Owned Desktop and Mobile CRM, ERP and Business Intelligence platform, tailored to the needs and processes of your business and stakeholders.

Enotia CRM helps your business:

- **Get Centralised**
- **Get Organised**
- **Stay Productive**

We Take Care of the System, You Take Care of What You Do Best...

Enotia is a Software as a Service (SaaS) provider with ten years' experience. We invite you to take advantage of our robust and bullet-proof infrastructure, extensive experience with tailored business solutions, and proven history of exceeding client expectations. Don't hire IT staff, or spend money on extensive infrastructure. Just keep doing what makes you successful, and know that we're looking after your interests 24/7.

• **Get Centralised**

Enotia CRM centralises the knowledge in your business. Whether you have five staff or five hundred, centrally entered information is instantly visible and at your staff's fingertips, even for records currently being viewed or modified. As a unified face to your clients, your company need never be lost for words in answering client queries or following on with customer / client / sales calls with confidence.

Keep track of all clients, suppliers and stakeholder contacts, activities and sales all in one place. Drill down from a client to all the sales, projects or any other client related activities. For billing purposes, see at-a-glance the amount of time you've spent with a client, and the amount of money they've spent with you.

With streamlined management dashboards and advanced live Business Intelligence functions, your CRM administrative users can see at-a-glance all current business activity - and perform historical analysis or forward planning, with the capability of making real-time 'live' changes from a phone call to a closed sale.

• **Get Organised**

Enotia CRM helps you automate and enforce your business's processes, workflows and policies. With the option of fixed step-by-step workflows on critical documents, projects or other items, staff can be locked into enforcing due diligence or policy requirements with minimal or no training.

Enotia CRM permanently archives detailed history trails of information changes, contact with customers, suppliers or other stakeholders, and even internal communications across multiple sites.

A powerful, integrated instant messenger function (with optional full logging) allows remote staff instant and mutual contact without the worry of high phone bills, and without the time costing exercise of rehashing past discussions.

Integrated calendars (synchronised to Microsoft® Outlook®) allow staff to keep track of deadline responsibilities, as well as managing their schedules and keeping track of time allocations versus time spent (to aid in keeping time estimates accurate). Time billing is available on every activity in Enotia CRM, allowing your staff and managers to keep a close eye on the profitability and productivity of each task, project, sale or client.

• **Stay Productive**

Closely linked with Enotia CRM's advanced integrated calendar function is an extensive task management tool-set, allowing managers to allocate tasks to staff with a simple drag-and-drop. This enables configurable time-to-complete or deadline benchmarks for every type of record kept in your system. It's as simple as point-and-click for staff to indicate they've moved from one task to the next (even easier for your managers). Configurable alerts ensure that inevitable staff illness doesn't equate to tasks being overlooked, effortlessly aiding you in rising above the day-to-day hassles of running a business.

Your System (not ours!)

- **We Customise to Your Processes, We Don't Constrain You To Ours**

Many CRM or ERP solutions dictate what information you can and can't store, and how you manage information about your prospects, sales, contacts and clients. Enotia CRM is fully customisable; you tell us what you want to store, how you want to store it, what you call that information, how you audit it, how you manage it, who can see it, and how it behaves. We can even provide transparent live integration to your existing third-party systems.*

- **Easily Implemented and Simple to Use**

Unlike many solutions, we sit down with you and determine your needs, design your system from your existing processes, and manage it after deployment. With Enotia CRM, implementation typically takes days or weeks, not months or years.

Enotia CRM is designed to be familiar, yet customisable. Anyone familiar with Microsoft® Outlook® can use Enotia CRM; and just like Outlook® and other popular e-mail software, the layout is customisable by the user. Staff or managers can create or customise their own personal tool layouts, dashboards/summary views, and more...

Not a Browser Based Solution

- **Extremely High Security**

In many web-based CRM/ERP solutions, anyone can log in and access (or even change) your business data from any computer, anywhere in the world (with the correct username & password).

Enotia CRM works differently. Your critical private business information is kept secure; any computer connecting must be specifically authorised to connect to your Enotia CRM installation, and this authorisation is controllable (and revocable) by your management staff.

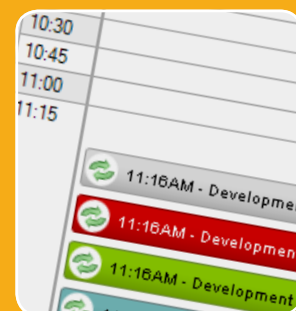
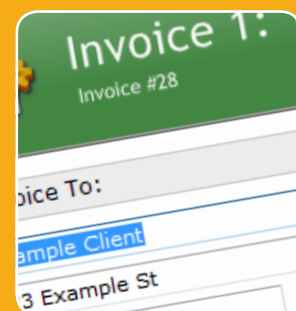
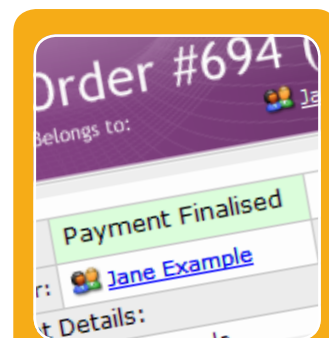
All Enotia CRM communication and data is 256-bit encrypted end to end, and is safe to use on untrusted networks (eg public wireless networks).

- **Online-Offline Synchronisation**

Web, or purely online solutions are worthless if you're on a flight, out of range, or your internet connection goes down. Enotia CRM allows you to keep working without a connection, with instant synchronisation as soon as you're back online. Your offline data is stored with the same high level of encryption used to communicate with our servers, so you can be confident in the security of stored data, even if your laptop is lost or stolen.

- **Advanced Real-Time Business Intelligence**

Because Enotia CRM is a live-to-desktop application, all changes to business data propagate instantly; your KPIs, forecasts, dashboards and other Business Intelligence analysis is updated immediately to reflect any activity in any corner of your business.



* Subject to detailed specification and planning, contact us for further information

About Enotia

Enotia Pty Ltd is a leading Software as a Service (SaaS) provider specialising in tailored front-end corporate website/mobile Internet solutions and integrated back-end web/desktop/mobile Internet customer relationship and business management systems.

Melbourne based and internationally focussed, we bring a decade of industry experience, world-class wholly-owned technology and network infrastructure, adherence to the highest industry standards, meticulous attention to detail and a total commitment to positive results to every dealer, partner and client we service.

For more information contact Enotia to discuss your individual requirements in confidence.



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