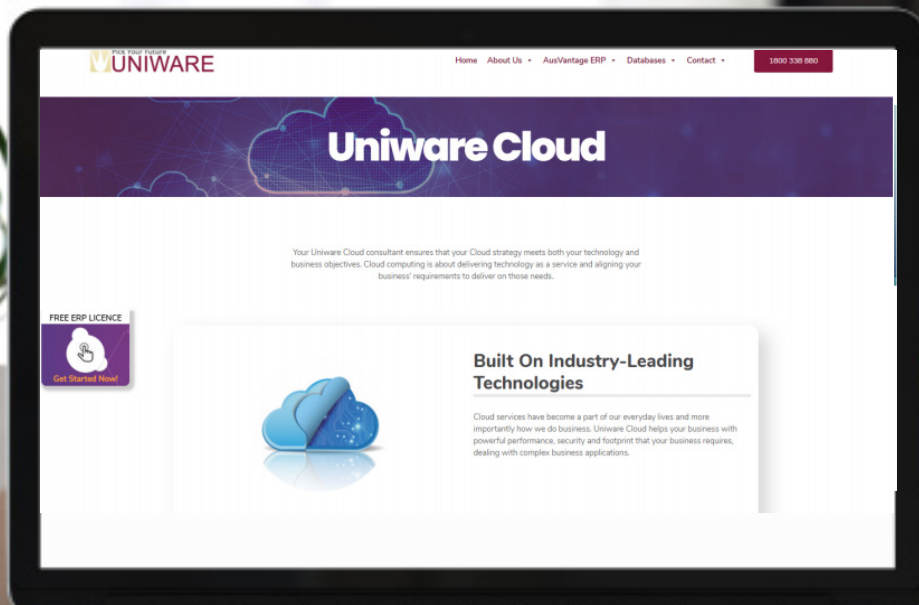




AUSVANTAGE CRM

Uniware provides SMEs in the Supply Chain, Manufacturing and Services sectors with ERP/CRM/BI solutions to manage business processes.

With added value services such as IT Infrastructure, Web Services and e-Commerce, Uniware is an end-to-end IT source satisfying our client's needs to enhance enterprise productivity, mitigate commercial risk and reduce capital expenditure.

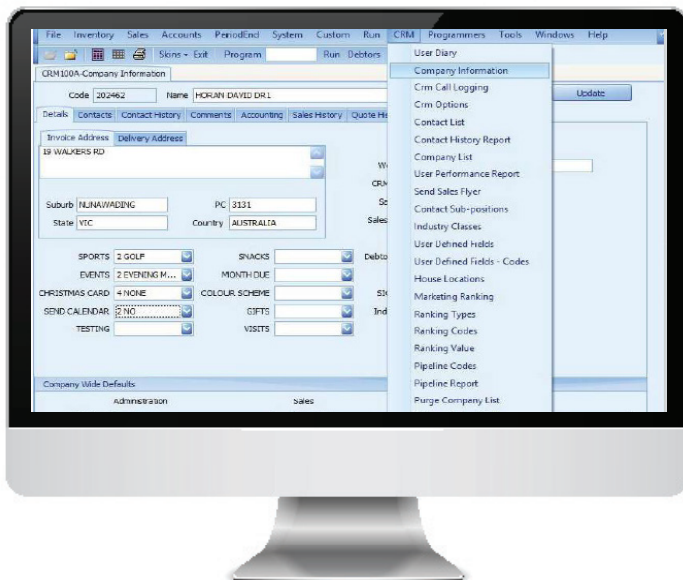


AusVantage CRM - At A Glance

Providing a consistent view of data across the enterprise AusVantage CRM is fully integrated with the back office AusVantage ERP suite. Enable your sales and marketing team to efficiently manage the sales pipeline. Acquire, develop and retain prospects and customers.

Manage and enhance customer interaction with our contact management system. An easy to use system enabling integrated e-marketing campaigns, diary/appointment and call tracking; schedule representative activity to ensure efficiency.

Know the current status of your prospects and customers, view complete contact and sales history, look at all correspondence and documents and know the next step with confidence.



Highly functional with options to access information such as company details, contact history or accounting summary.



Uniware provides SME's in the Supply chain, Manufacturing and Services sectors with ERP solutions to manage business processes. With added value services such as IT Infrastructure, Web Services and e-Commerce, Uniware is an end-to-end IT source satisfying our clients needs to enhance enterprise productivity, mitigate commercial risk and reduce capital expenditure.

Functions

- Integrated Diary/appointment book
- Manage priorities & activities
- Advanced search facilities
- Multiple security levels
- Integrated e-marketing
- User defined fields & groups
- Centralised document management
- Complete contact history
- Multiple contact types
- Multiple contacts
- Sales and quotation history
- Integrated email/fax capability
- Search by company/contact/ phone number
- Forecasting & Business Intelligence

AusVantage ERP - Enhanced CRM



With Marketing, Sales and Customer Service departments collaborating, our CRM will create transparency for faster sales cycles, better customer service levels, efficient operations and enhanced reporting and forecasting.

AusVantage Extras

E-Commerce ClearConnect, provides your customers with a secure real-time gateway to easily transact and execute online, place orders, check stock availability and prices, request copy invoices, view back orders. Indeed any type of transaction process or data can be made available.

AusVantage Business Intelligence, create Reports & Charts with our comprehensive Intelligence tools. Business users can perform queries, create reports, track business performance, analyse data, and share conclusions with others. Our reports include managed, Ad-hoc reports, and transactional, operational, production, and statement style reports. With additional tools such Spooler Viewer and Cube Designer you can create insightful and in-depth reports & charts that improve forecasting and responsiveness to market trends.



Uniware is a complete IT solution provider offering the following:

- AusVantage ERP
- SCM/ MRP/ CRM
- IT Infrastructure
- e-business
- Web services
- Internet services

Enterprise Resource Planning

- General Ledger
- Creditors/Debtors
- Asset/Lease Register
- Business Intelligence
- Inventory Control
- Warehouse Management
- Bills of Materials/Job Costing
- Importing
- Purchasing
- Order Processing
- Invoicing
- Point of Sale

CRM

- Quotations
- Telesales
- e-Commerce ClearConnect
- Service Management
- Hire/Rental Management
- Project Costing
- Sales Analysis



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