

Key Benefits?

- ✓ Reduced costs by enabling seamless integration of remote offices and telecommuters with the enterprise CRM solution
- ✓ Extended reach of the sales force by enabling remote sales people to synchronize customer data and sales process information from the CRM solution to detached laptops and wireless PDA devices
- ✓ High usability with architectural design for low latency and minimal bandwidth requirements
- ✓ Secure data transmission via support for encryption and standard Virtual Private Network protocols such as Microsoft PPTP and IPSec
- ✓ Simple deployment through support for thin browser only client through support for Citrix and Microsoft terminal servers.



Dialog Manager



ENABLING GLOBAL CRM
THROUGHOUT EXTENDED
VIRTUAL ENTERPRISE

DM Remote License is part of the Dialog Manager CRM Suite, which is a unique multi-channel solution enabling you to attract, retain and grow customer relationships. The innovative technologies allow for business flexibility and speedy implementation that lets you stay ahead and constantly improve competitiveness while enabling rapid measurable return of your CRM investments.

DM Remote License, DM SOFTWARE

ENABLING GLOBAL CRM THROUGHOUT THE EXTENDED VIRTUAL ENTERPRISE

SUPPORTING TODAY'S DISTRIBUTED ENVIRONMENT

In today's highly specialized and competitive environment organizations are increasingly finding that skilled labor is a constraining resource. Additionally as corporate cultures are changing and older organizational structures are giving way to flexible modern distributed organization technology has become the enabling force. With DM Remote License you are able to flexibly and securely include home workers and remote branches in your CRM strategy.

SECURELY ENABLE TELECOMMUTING AND REMOTE BRANCHES

The virtual enterprise is the reality of the corporate landscape and businesses realize ever more that technology has become the glue that keeps the structures together. DM Remote License lets you seamlessly extend Dialog Manager to branch offices, partners, remote sales people and knowledge workers that are working from a home office. With support for encryption over Virtual Private Network you are ensured that no critical and confidential information ends up in the wrong hands and that the integrity of your customer information remains unchallenged. DM Remote License enables you to implement CRM across a distributed organization and lets you protect your organizational intellectual property while extending your CRM solution to all corners of the enterprise.

KEEP YOUR CRM SOLUTION IN SYNC ACROSS REMOTE USERS

One of the greatest challenges of a distributed organization is that distributed infrastructure and system can be costly to maintain and support. With DM Remote License you have the benefit of being able to support your CRM solution with centralized resources. Anything from small incremental customizations to full version upgrades are easily and seamlessly staged and electronically distributed to remote offices and users. These changes can either be done automatically or scheduled for deployment during low impact periods in order to minimize disruptions to end-users. With DM Remote License you can keep support and maintenance costs in check while enabling the latest functionality across all users.

DRIVE MEASURABLE RETURN ON INVESTMENT

Enabling Telecommuting can provide motivation for qualified employees and DM Remote License will enable significant reduction in training costs by retaining key employees as they make lifestyle changes necessitating working from home. Further, as remote workers do not need office space reductions in fixed costs can be achieved. Automated electronic distribution and implementation of software upgrades can drive substantial reductions in total cost of ownership of your CRM solution by eliminating the need for local technical resources and reduced travel costs of technical consultants.

ENABLE RAPID RESULTS AND SPEEDY IMPLEMENTATION

Implementing a CRM solution is an investment that must provide returns – the quicker the better. DM Remote License is a component of the Dialog Manager CRM suite, which allows you unprecedented speed of implementation through its extensive prepackaged set of template business processes, advanced data model and unique data driven proto-typing tools. Additionally Dialog Manager dramatically increase the end-user adoption rate through an intuitive simple yet powerful user interface. Through batch and real-time interfaces Dialog Manager is easily seamlessly integrated with existing systems and data sources enabling you to bring customer information together cross the entire organization and make it actionable in Dialog Manager. As a result, Dialog Manager offers the market's lowest total cost of ownership ensuring that you will see results in weeks not months.