

SOLUTION AREA:

Business Partner Management

Jeeves Universal is a business system for anyone who has realized that the road to success goes through a flexible standard system.

JEEVES UNIVERSAL 2.0

Jeeves Universal is a modern solution that was designed with flexibility in mind. With its ability to scale from a single company scenario to a multi-company, multi-country enterprise with more complex operations and business workflows, it will easily meet your industry-specific challenges and fuel the growth of your business.

Business Partner Management Customer

- Customer Relationship Management
- CRM Sales
- CRM Marketing
- Customer Service & Support
- Return Merchandise Authorization

Vendor

- Vendor Relationship Management
- Vendor Performance Management
- Request for Proposal
- Vendor Claim Processing
- Competitor Monitoring

Discrete Manufacturing

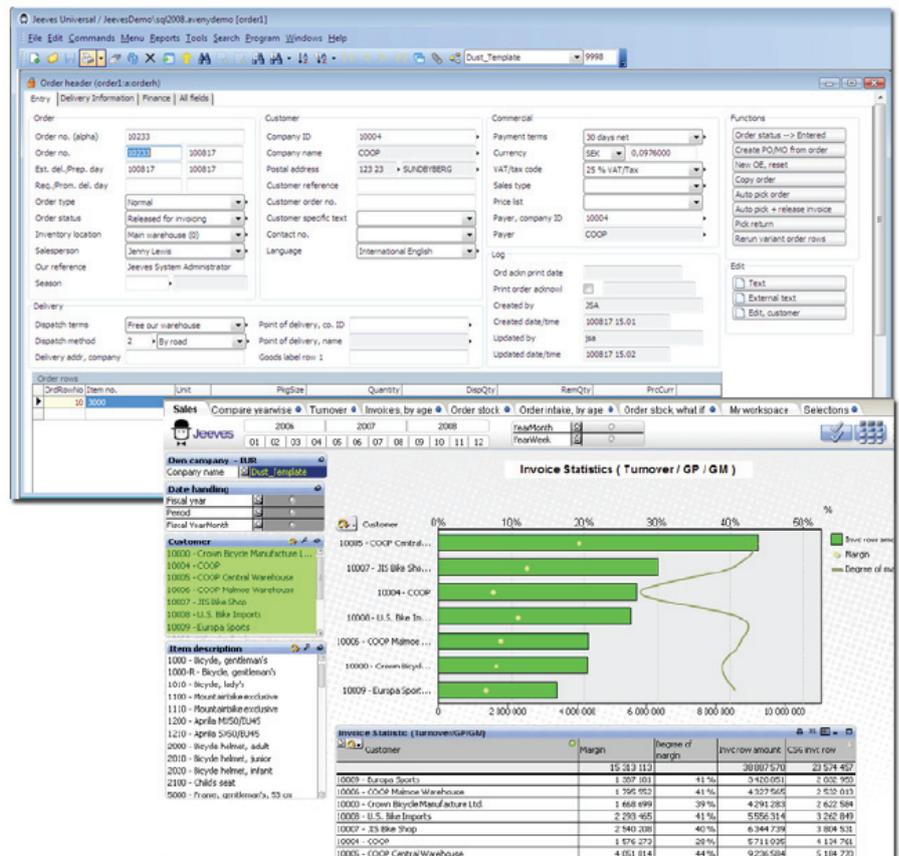
- Financials
- Project, Time & Attendance
- Service
- Supply Chain Logistics

In the business world today, a company's largest asset is its data. People will come and go, but all business decisions, from customer pricing to human resources, rely in some manner on data. A company is enabled by the accuracy and availability of its data to use it as the foundation for making informed decisions.

Jeeves Universal is designed for companies who want to make informed business decisions. Jeeves Universal's total business-system integration puts you firmly in control of your business by giving you quick access to all of your mission-critical data.

Jeeves Universal Business Partner Management (BPM) is ideal for companies who want to take care of their customer and vendor relationships. The system eliminates the problem of a labor-intensive and insufficient overview of customer relationships, activities and vendor performance monitoring. All customer and vendor data in one system means greater efficiency and lowers overall costs of administration.

Whether or not a company survives in this competitive market, more often than not comes down to front office performance. **Jeeves Universal** enables a level of integrated BPM that equips companies with the front office capabilities they need to manage the growing demands of today's business environment. Bottom line - **Jeeves Universal** is the competitive advantage that can make the difference between you and your competitors.



Business Partner Management

Customer Relationship Management (CRM)

Jeeves Universal CRM equips companies with the front office capabilities and back office integration they need to develop positive customer relationships and profitable results. Jeeves Universal Outlook integration enables users to share contacts, send e-mails, and manage calendars across the organization.

CRM Sales

Jeeves Universal's customer-centric solution manages all aspects of your sales cycle and automates key sales functions including account and opportunity management, quotation and proposal generation, scheduling, forecasting and reporting. Advanced analytical tools and full-scale marketing campaign management provide the insights on how to best shorten the sales cycle. With a single repository for customer information captured across your entire organization, it enables you to access detailed account and contact information, track opportunities from lead through close, manage calendars and activities, forecast revenue, and report on sales activities and effectiveness.

CRM Marketing

Building lasting and profitable customer relationships requires executing effective, timely marketing initiatives across all of your sales channels. It is critical that your company's marketing resources are put to their best use. Jeeves Universal CRM Marketing provides full-scale marketing campaign management and analytical tools designed to identify your most profitable customers and prospects. Jeeves Universal CRM delivers critical marketing intelligence, such as return on investment (ROI), for your marketing campaigns, so you can focus your strategy and resources on programs that deliver positive results for your business.

Customer Service & Support

Deliver a high-quality customer experience by utilizing advanced issue tracking and resolution tools needed to quickly resolve customer issues. Search the knowledgebase to quickly find critical information, or further reduce your costs by empowering your customers to find answers they need using the Jeeves Universal customer portal.

Jeeves Universal CRM Support provides the advanced issue tracking and resolution tools as well as access to relevant customer data – including products purchased, ticket and defect history, and maintenance contract status – needed to maximize the effectiveness of each interaction with your customers.

Return Merchandise Authorization (RMA)

Managing the return of product from customers is another area you can leverage to strengthen the relationship between you and your customers. The quicker you can deal with defective or disputed parts, the faster you can turn an unhappy customer into a good reference. Jeeves Universal RMA functionality provides you with the ability to ensure a thoroughly professional approach in this sensitive area of customer service. Jeeves Universal RMA also makes it easy to create and enforce return policies that are unique to your business, and helps ensure proper application of restocking fees when appropriate. In addition, it's easy to access all return information for reporting purposes and gain new insight into the quality of the items that you sell.

Vendor Relationship Management (VRM)

Jeeves Universal VRM equips companies with the front office capabilities and back office integration they need to develop positive vendor relationships and reduced costs.

Vendor Performance Management (VPM)

Jeeves Universal VPM is more than just getting your vendor and suppliers to give you a lower price or better service contract. Your vendors supply your business with necessary products and services. Properly managed vendors can provide you with a competitive advantage in addition to cost savings. It is just as important to communicate with your suppliers and vendors as it is to communicate with your customers. Establishing the proper communication channels and information flows between you and your vendors can lead to increased efficiencies, reduced costs and better overall customer service.

Request for Proposal (RFP)

Monitor, track and follow-up on your company's RFP (or Request for Information) and link the RFP directly to your projects.

The RFP functionality converts a requisition into an electronic RFP document that can be e-mailed to multiple vendors for competitive pricing. RFP responses can be routed via the requisition workflow process for additional approvals, or posted directly into a purchase order. Vendor response documents can also be attached to provide centralized review and approval. With our RFP solution you can effectively reduce your costs by easily submitting to multiple vendors for competitive pricing, attach electronic copies of vendor bids received, easily edit requisitions with lower costs and submit to winning vendor and route the awarded bid for approval.

With our VPM you can increase your vendor and supplier visibility, respond faster to change and opportunity and improve your operational efficiency and quality allowing you to profit from a strong, flexible, lean supply chain.

Vendor Claim Processing (VCP)

Jeeves Universal VCP collects accurate and timely quality data about products. You can document, analyze and manage feedback between you and your vendors and their products. Track and report on the corrective follow-up activities and their effectiveness and ensure that you are obtaining the highest quality materials from your vendors. Establish and maintain a positive and beneficial relationship with your vendors.

Competitor Monitoring

Being able to efficiently gather reliable intelligence on your competitors' marketplace, strategy, and financial health is critical to gaining the advantage in today's markets. Competitor monitoring eliminates hundreds of hours of time-consuming research and lets you monitor competitors' changing market strategies and positioning. Further, it provides you with timely competitive updates throughout your distribution channel and insight into your competitors' strengths, weaknesses, opportunities and threats (SWOT). It takes the guess work out of what your competitor is doing and enables you to refine your long-term strategies based on current industry shifts.