



COMPANY

Terrasoft represents the new generation of cost-effective and results-producing CRM vendors focused exclusively on the mid-enterprise and SME market.

Founded in 2002, the privately held company has already become one of the leading providers of enterprise-wide CRM solutions. Terrasoft combines unique technologies with an extensive implementation and support infrastructure to ensure a successful CRM project.

The company's flagship software, Terrasoft CRM, is a complete CRM suite that connects employees, partners and customers into a unified, intelligent business environment. The system is easy for mid-sized enterprises to customize, deploy and change over time - resulting in rapid increases in revenues, margins and customer loyalty.

Terrasoft CRM brings benefits to partners and customers. Our cost-effective, high-quality CRM solutions encourage customers to return. Our partners are proud of our customer-pleasing product that offers high earnings potential.

With Terrasoft, you can build a CRM solution that is exactly what you want - a solution that powers the processes making you unique and successful.

Wish to
get pleasure
of your daily work?

Try
Terrasoft CRM
software

CRM FOR SMB

Terrasoft CRM is designed specially for small and mid-size business. Being itself a small company we have the same needs and abilities as our customers. We understand mid-market better than any big enterprise does. And off course we ourselves are Terrasoft CRM first users and develop it basing on our own experience. Since small and mid-sized businesses often have no highly qualified IT specialists that can manage CRM implementation projects and provide support, Terrasoft CRM software is easy to implement and easy to use. So you can save your training funds, thanks to our intuitive Terrasoft CRM interface. And our prices are absolutely affordable for small companies.



TRUE CUSTOMIZABILITY

Terrasoft CRM provides customization tools that allow businesses to rapidly modify all aspects of the system. Terrasoft CRM's open database greatly reduces development and maintenance costs and allows seamless integration with accounting software. With easy-to-use onscreen tools, users can create and modify fields, lookups, tabs, views, scripts, workflow and access settings on the fly. Terrasoft CRM customization functionality makes user-specific modifications to interfaces and data quick and easy, ensuring that Terrasoft CRM can be easily adapted to any business requirements.



EASE OF USE

We designed our CRM solution around ease of use. This means you have more time to spend with your customers and less time messing with administrative tasks. Program interface is one of main Terrasoft CRM advantages. Company invested a lot of time and efforts to provide customers with solution, they can enjoy every day. We believe that Terrasoft CRM users get pleasure of their daily work. Not user has to work for the system, but system has to work for the user.



FAST IMPLEMENTATION

We understand that small businesses can't stop the workflow to implement CRM solution. That is why we created CRM software that enables any company to get up and running in a matter of days with almost no interruption to the sales force operation. The Application contains free step-by-step Implementation Guide and User's Guide that makes it easy to implement and easy to get results quickly.



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In one solution ...



ACCOUNT MANAGEMENT

Terrasoft enables to store all the useful information about your customers and prospects. Contact information, orders and opportunities, invoices and payments, appointments and calls, emails and documents, sources and loyalty reasons – all needed information to win customers loyalty. Terrasoft CRM provides you with the tools to manage and analyze all current and historical account details - enabling your sales team to easily identify and recruit new clients, and resell to existing ones.

Account	Phone 1	Address	E-mail
Business Solutions	816-524-9468	1919 Cherry	bisollut@sjsat.com
Maverick Paper	816-258-9631	911 Main Street Suite	maryg@maverick.com
May Instruments	816-234-4567	1300 Sunnyside Avenue	info@mayin.com
Terrasoft	800-537-3689	1638 St. Louis Ave.	info@tscrm.com
Walk and Run	816- 237-2525	6795 Quavira Avenu	walk@infor.com
SST	816-524-8686	110 South East Fourth St.	sstrs@ksmail.com
Hanebutt	800-912-8909	8010 Rock Creek Drive	office@hanebutt.com
Boyle meat company	800-235-5555	234 Oakpark St.	sales@boyle.net
Versent	866-797-6880	13608 W. 95th St	dWASHINGTON@vensentgrup.com
Arsalon Technologies	816-258-2525	10881 Lowell Avenue, Suit 160	office@arsalon.com

Contact	Position	Phone 1	E-mail 1
John Smith	Executive	816-524-9468	bisollut@sjsat.com
Mary Gordon	Specialst	816-524-9468	bisollut@sjsat.com



CONTACT MANAGEMENT

To deliver high quality customer service and enhance customer support performance, Terrasoft provides most up-to-date and complete customer data at user's fingertips – data that helps effectively resolve service issues and creates cross-sell or up-sell opportunities. Terrasoft CRM provides real-time access to relevant customer data including purchases, call and escalation history, interactions, multiple contacts, e-mail and documents sent and received, and sales opportunities. With Terrasoft CRM, you can make the most of every customer interaction, maximizing customer satisfaction.

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SALES MANAGEMENT

Terrasoft CRM provides tools for managing sales cycle from first contact to final sale, allowing sales teams to effectively analyze and manage the sales pipeline. As a result, you're able to assign a probability of closing the sale at each stage of your business sales cycle and analyze sales pipeline in real-time. Sophisticated workflow features provide automated sales processes to guide salespeople through proven selling methods.

Sale	Contract #	Account	Amount including taxes
Billboard for Maverick	253	Maverick Paper	1,000.00
Oracal for MacHardware	123	MacHardware	80.00
Business cards for Hanebutt	433	Hanebutt	1,042.80
Booklets for Boyle	3223	Boyle meat company	4,000.00
TV ads for Walk and Run	2233	Walk and Run	41,200.00
Website for Arsalon	328	Arsalon Technologies	6,000.00

Details: Billboard for Maverick

Tasks Documents Product plans Products in documents Sale stages Gantt chart Contacts Email Profiles

August 2004

	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Billboard for Maverick: Draft design	█																	
Billboard for Maverick: Design agreement		█																
Billboard for Maverick: Material supply							█											
Billboard for Maverick: Machinery rental														█				
Billboard for Maverick: Delivery																		█

Not started: █ In process: █ Completed: █ Actual work: █



TIME MANAGEMENT

Terrasoft CRM will have a positive impact on time management and business performance. On-screen reminder notifications alert users about pending tasks while filter and sort options allow users to manipulate onscreen data to their individual preferences enabling efficient delivery of information. In addition, filter and sort options allow users to manipulate onscreen data to their individual preferences allowing for efficient delivery of information.

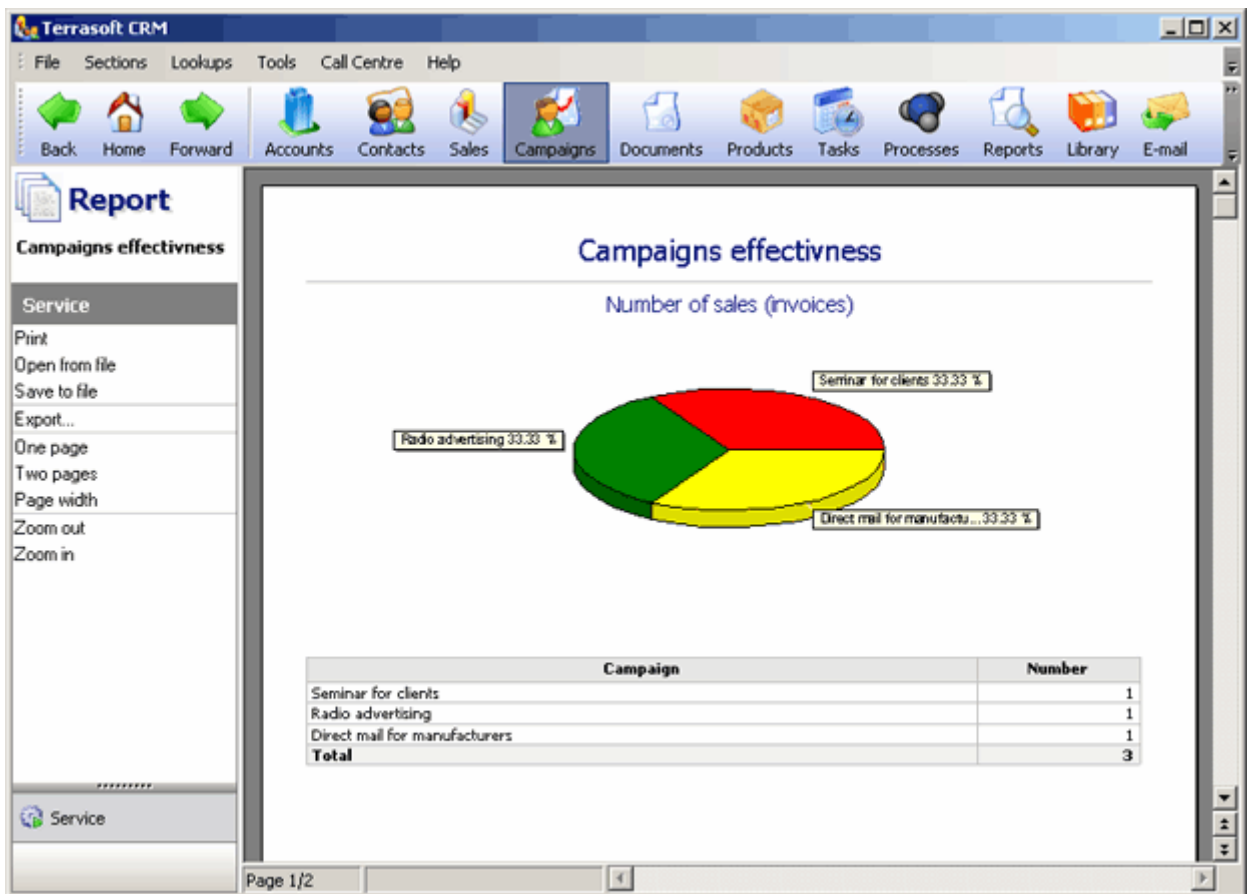
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CAMPAIGN MANAGEMENT

Building lasting and more profitable customer relationships means identifying, executing and replicating effective marketing campaigns across all your sales channels. With Terrasoft CRM, marketing teams can analyze unlimited demographic information with customer-specific marketing campaigns. Assign, schedule and track marketing activities within a campaign – and view every detail of each campaign at a glance.



EMAIL MANAGEMENT

Terrasoft CRM makes it easy to arrange mass emailing, providing the ability to send HTML emails, create email templates and send attachments to bulk email messages. The actual communication is stored in each client's communication history, ensuring that employees can easily look up the specific email message when clients call or write about a particular campaign.

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PRODUCTS MANAGEMENT

In Terrasoft CRM Products section you can have your products and prices. All your product parameters, pictures and other details can be stored there. This is great help for sales people as they have all this information on their fingertips when answering customer's questions. You can also control your stock and analyze most profitability of every product using product reports.

Make	Model	Reg No.	Exterior	Price
Lamborghini	Murciulago	GHJ89006N	Jack Black and silver	24000
Smart	4/2	GH6789GHJ	white	15000
Smart	4/2	FGR67867J	Silver	23000
Honda	Murciulago	FGH38945NM	Orange	45000
VW	POLO	675675675	white	23000



DOCUMENT MANAGEMENT

All documents related to your sales process can be processed within Terrasoft CRM software: starting with standard document forms building to approval process organization. This includes orders, invoices, contracts etc. You can manage your document approval process effectively using comprehensive visa control tools.

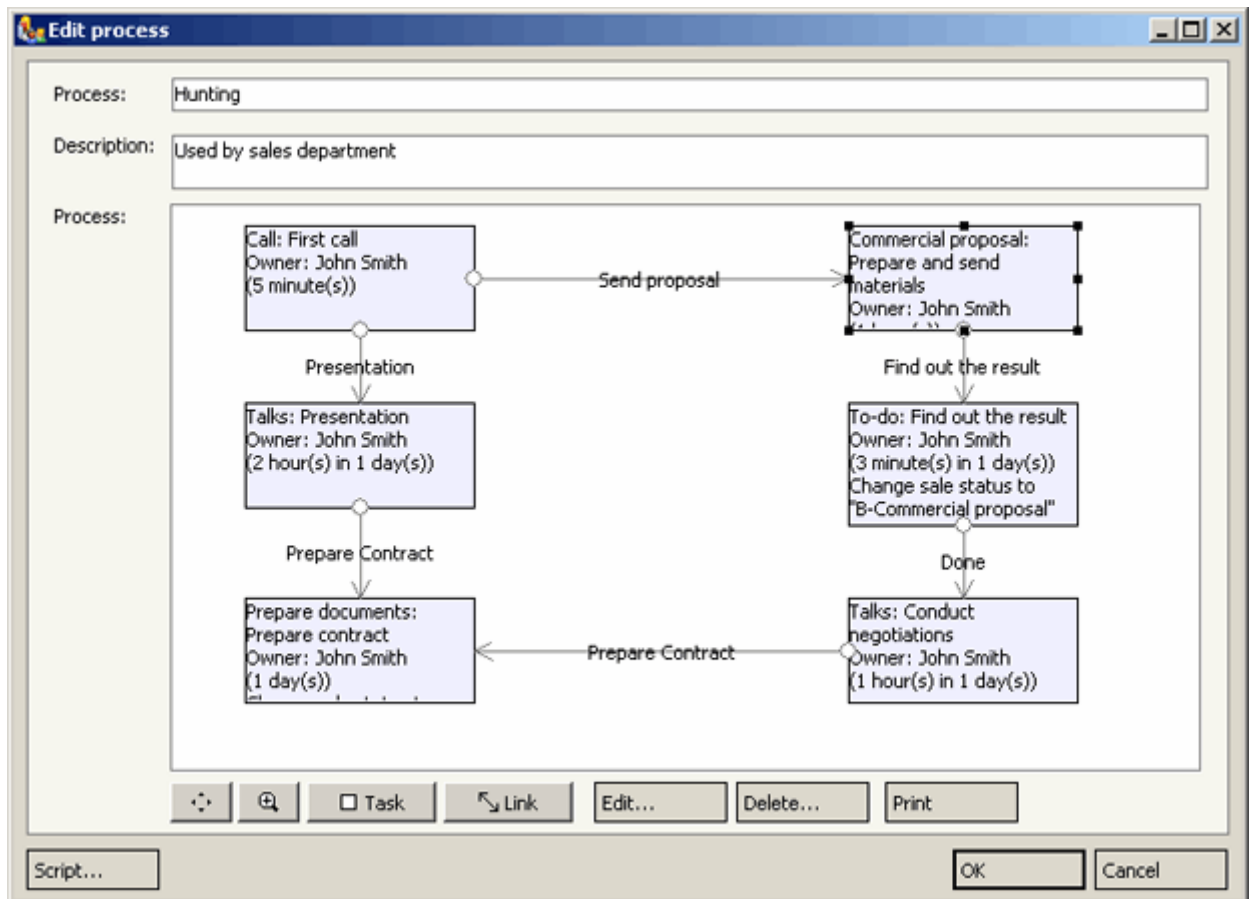
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WORKFLOW AUTOMATION

With Terrasoft CRM automated workflow, you can integrate business rules across all channels, departments and employees. To help assess and design workflow, Terrasoft CRM provides graphical views of the process and its development patterns. Terrasoft CRM creates confidence among employees flowing leads to sale personnel and cases to support personnel automatically.



KNOWLEDGE MANAGEMENT

The Terrasoft CRM Library provides a central repository for key files, allowing enterprise-wide access anytime. Terrasoft CRM allows you to store white papers, FAQs, marketing materials, letters, thank-you notes, quotes, pricing – whatever your team needs – in the Library for immediate access to support resources.

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Terrasoft Products Price List

Terrasoft CRM Licenses ⇨

Terrasoft CRM is licensed per Named User.
 Both web-based and desktop versions are available.

Product	Number of licenses	License price, USD
Licenses		
Terrasoft CRM RET	1-4	299,00
Terrasoft CRM RET	5-9	277,00
Terrasoft CRM RET	10-24	259,00
Terrasoft CRM RET	25-49	251,00
Terrasoft CRM RET	50+	247,00
Upgrades		
Terrasoft CRM UPG	1-4	59,00
Terrasoft CRM UPG	5-9	55,00
Terrasoft CRM UPG	10-24	51,00
Terrasoft CRM UPG	25-49	50,00
Terrasoft CRM UPG	50+	49,00

Data exchange Utility ⇨ \$50

Enables working with the laptop on the road and organizing data exchange between remote offices by email.

Data import utility ⇨ \$50

For data import from MS Access to Terrasoft CRM

Backup Utility ⇨ \$50

Creates MS SQL Server 2000 backup according to defined schedule to any drive.

Terrasoft Call Centre ⇨ \$490 (Server module) + \$100 (Client module).

Separate Terrasoft CRM module for registration and processing incoming and outgoing calls, creation reports on calls statistics.

HOW TO BUY

Terrasoft CRM is available for purchase now at www.tscrm.com online store or on numerous software web-stores. Besides Terrasoft CRM as well as implementation and support services can be purchased from Terrasoft qualified reselling partners and solution providers.



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