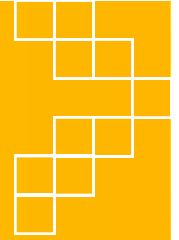
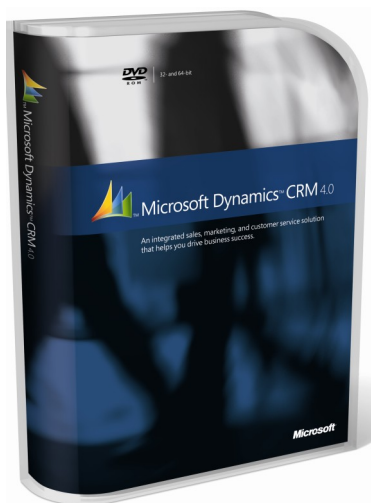


Rapid Results for CRM



Implement core CRM functionality quickly and at fixed cost, delivering a platform for future growth



Improve sales productivity and customer service using CRM.

Customer Relationship Management (CRM) systems deliver significant benefits – if implemented successfully.

With so many products available, and the numerous features that need to be considered, selecting and implementing a CRM solution can be challenging for any organisation – and the implications of a poor decision can be costly.

InterGen's Rapid Results for CRM uses the core capabilities of Microsoft Dynamics CRM to deliver immediate results, and provide a platform upon which additional capabilities can be added in the future. All this can happen within a short timeframe – within 10 days – at a fixed cost, and without the risk associated with a lengthy and complex implementation.

Microsoft Dynamics CRM enables organisations to better manage their customers – from a sales, marketing, or service perspective. Microsoft Dynamics CRM has been designed to work the way your business works, and the way

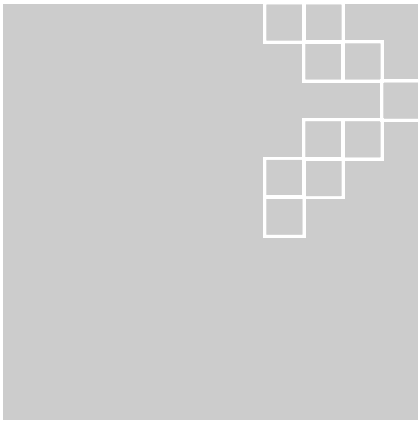
technology should: giving you the tools you need to improve your organisation's effectiveness when selling and servicing customer needs.

Following recognised industry best practice, Rapid Results for CRM focuses on delivering the base capability in the first stage of a CRM project. This approach provides a platform for future improvements, allowing additional capabilities and customisations to be added as needs require.

The Journey Starts Here

InterGen's Rapid Results for CRM gives organisations the opportunity to get up and running with Microsoft Dynamics CRM quickly and effectively.

The solution can be deployed on premise (on your server) or off premise (hosted) depending on your needs. We can work with you to determine the best deployment option, depending on your budget, timeframes and requirements.



Implementation

Process

Intergen Rapid Results for CRM enables organisations to quickly get up and running with Microsoft Dynamics CRM using a predefined scope, templates and a proven implementation approach.

The Intergen Rapid Results predefined scope covers:

- » **Solution Walkthrough** including identification of any configuration changes.
- » **Configuration** of the system (up to a maximum of 20 field changes) and setup of the system settings.
- » **Data Migration** of existing Accounts and Contacts using standard Intergen data migration templates.
- » **Training** of Key Users in the base functionality of the solution.
- » **Post go live support** of up to one day's effort within the first three weeks of live use.
- » **Post go live review** of the system after three weeks of live use.

Intergen Rapid Results for CRM excludes the implementation of the Quote, Order and Invoice modules of Microsoft CRM; extensive data migration other than Accounts and Contacts; and any major process re-engineering other than the best practice built into Microsoft CRM.

If you require a more advanced set up than that provided as part of a Rapid Results implementation, Intergen will agree costs associated with this through a change control process.

What we need from you

To implement Rapid Results in our 10 day timeframe we need your support. We would expect you to provide:

- » Business Subject Matter experts to be involved throughout the short project.
- » Account and Contact data to be migrated to the CRM system.
- » Technical resource to manage the installation with Intergen Support (depending on deployment method).

- » Commitment of all key users to attend a training session.
- » To have either purchased an on premise or off premise solution, or taken up the 90 day free trial of the Microsoft Dynamics CRM software.

How much does it cost?

The Intergen Rapid Results Implementation service for Microsoft CRM is priced competitively at \$15,000 excluding GST, hardware and software licenses.

If you require a more advanced configuration than that provided as part of the standard Rapid Results offering, Intergen can discuss options with you to determine the best approach, and provide estimates of any associated costs.

Next Steps

Contact Intergen now to discuss how we can help you implement your Microsoft Dynamics CRM solution to help you improve your customer management.

Our team of experienced consultants will help you implement a solution that meets your immediate needs, and can give you advice and guidance on how to get the most out of this important investment.

For more information, go to www.intergen.co.nz.

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