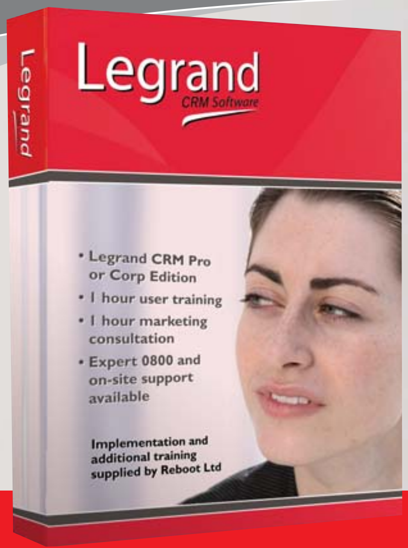
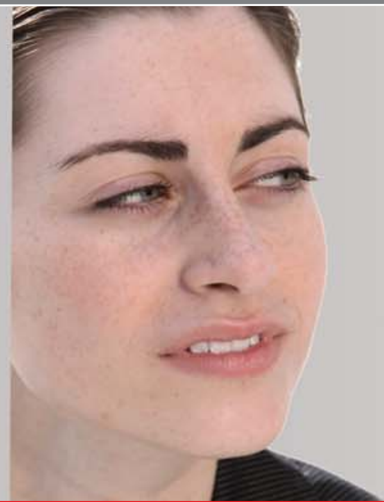


The world's finest customer database management system
PLUS
The world's finest Legrand CRM support package

0800 4 LEGRAND

For a CRM system that fits your business perfectly, look no further...'

Legrand
CRM Software



The world's finest customer database management system

www.legrandcrm.co.nz

Legrand CRM is software that will enable you to use your customer information to its maximum potential.

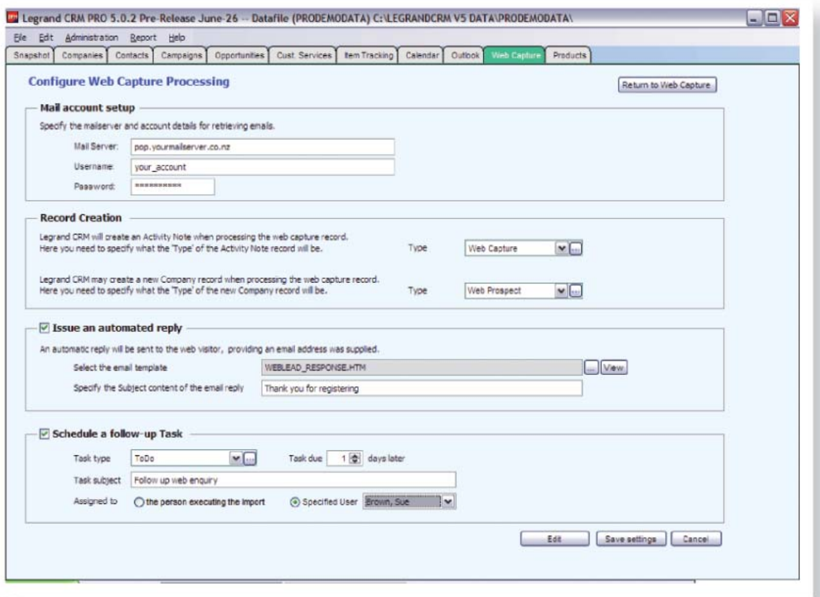
With all your customer and supplier records kept in one central location, you'll find yourself able to:

- Group your contacts by almost any criteria, whether it be by town, type of industry, product, warranty expiry date or newsletter mailing list
- Communicate with your customers, prospective customers and suppliers on a regular basis using effortless mail or email merges
- Keep tabs on sales staff and prospects and see at a glance the value they represent to your business
- Effectively manage all of your customer service issues and easily track how they have been dealt with
- Plus much more…

Both the Legrand CRM Pro and Corp editions also offer exciting features such as a Website Enquiries Interface and Full Screen Calendar Display.

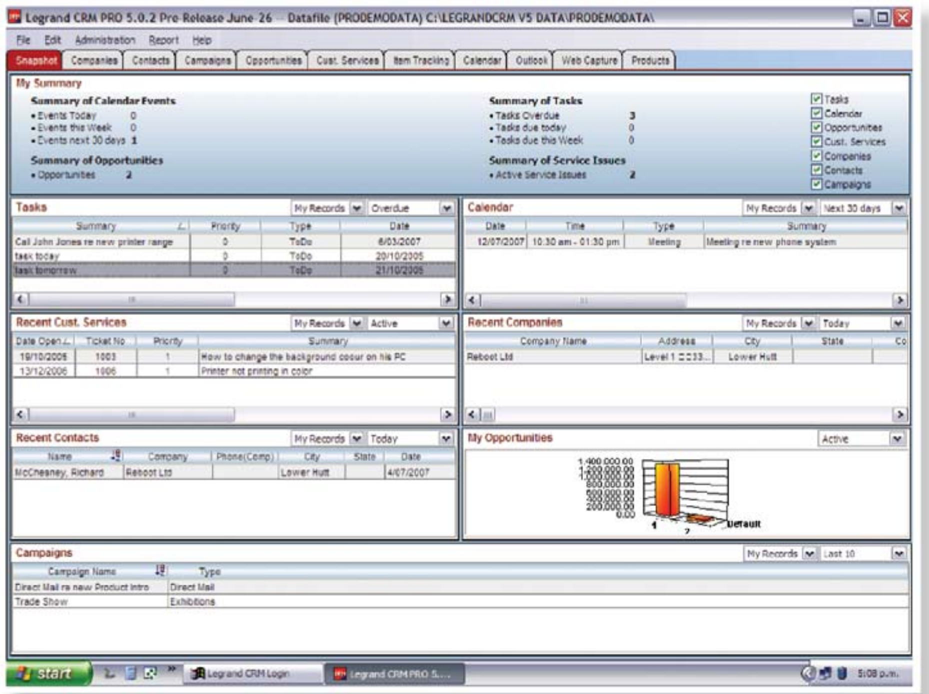
Website Enquiries

In a simple one step process, you can electronically transfer information collected on your website into your Legrand CRM database. This is perfect for importing sales leads, product information requests or other details that will require action or follow-up, quickly and accurately.



Full Screen Calendar Display

Legrand CRM now makes it even easier to stay organised by giving you the option to view all aspects of your business day, week or month on just one screen.



With so many great features Legrand CRM can help improve your marketing, sales and customer service functions.

Visit *www.legrandcrm.co.nz* or call *0800 4 LEGRAND* to receive your free demo download of Legrand CRM.

Legrand CRM is available in two editions – PRO and CORP. Both editions have the following modules as standard:

Companies Module

This module delivers a 360 view of your customer relationships, providing you with access to a range of data including contact information, activity notes, tasks, calendar, documents & files and sales opportunities.

Contacts Module

Using this module you can record specific information about individual contacts. It is from within this module that you can send personalised emails to groups of contacts, print envelopes and labels, and perform mail merges.

Opportunities Module

Legrand CRM delivers a structured approach to managing your sales opportunities. Once you have defined the stages in your sales process, your sales team can easily keep a record of each contact they have with a prospect and where they are in the sales cycle. Using the 'Analysis' button you can quickly produce a variety of graphs to highlight trends.

Calendar Module

With the use of Legrand's Group Calendar, everyone in your organisation is informed on what is happening today, this week, next week and next month. Tasks can also be created within the Calendar Module and assigned to others. Resources such as 'The Meeting Room' can also be booked.

Campaign Module

Legrand CRM is the first CRM system in its price range to deliver a practical system to manage marketing events and campaigns and measure the results. You can define the type of campaign, when it starts and ends, the budgeted cost and estimated revenue.

MS Outlook

Legrand CRM does not seek to replace Outlook but rather works seamlessly with it. Your Outlook data is directly accessible within Legrand CRM, from the main toolbar. You can transfer Contacts, Appointments and Tasks back and forth between Outlook and Legrand as well as importing both sent and received emails. From within Outlook you can click 'Send & Export' to both send an email and export it to the Legrand database. You can also right click on any email message within Outlook and click 'Export to Legrand' to quickly and easily transfer a copy of the email message into the Legrand CRM database.

Web Enquiries Module

This module enables you to electronically transfer information collected at your website into the Legrand CRM database

Optional Modules are available for both the PRO and CORP editions of Legrand CRM as follows:

Customer Service Module

This module enables you to track customer service issues, from initial contact all the way through to resolution. Knowledge is easily accessed and shared by staff to ensure your customers are receiving the same dependable service/information each time they contact you.

Item Tracking Module

The Item Tracking module delivers the ability to keep track of 'items' that have been sold to customers. Items can be physical or a service item. You can record serial numbers, purchase date, purchase price and warranty expiry date. There are also 8 additional user fields to record further information.

Accounting Interfaces

Legrand CRM interfaces with a number of accounting systems thus enabling users to see current information on the accounting status of customers. By having key financial summaries available in the CRM database, you and your staff will be better placed to respond to enquiries without needing full access to the accounting system.

The following accounting links are available:

- Quickbooks PRO, Premier and Enterprise
- FinancePlus Software
- JD Edwards
- MYOB Accounting 15 or MYOB Premier 9
- Pastel
- Sybiz
- Advanced Business Manager (ABM)

Legrand CRM...there's simply no better way to keep track of your business.

Download your free demo from www.legrandcrm.co.nz or call us on 0800 4 LEGRAND.