

CUSTOMERConnect

The CUSTOMERConnect application gives you tools to effectively manage the entire customer relationship — from the time they are a lead generated from a marketing program through providing service after the sale. Vantage CUSTOMERConnect moves your organization beyond traditional CRM. CUSTOMERConnect extends its CRM solutions and provides customers with improved access to information through the StoreFront and customer portal.

STOREFRONT AND CUSTOMER PORTAL

Exploit the advantage of creating a powerful customer-facing eBusiness suite. The purchase process through the StoreFront begins when a customer enters your online store. Once there, they can browse a catalog or check product descriptions, product pictures, and graphics, as well as access links to additional comments or technical descriptions and prices.

StoreFront enables you to leverage the advanced functionality of Vantage to provide customers with special pricing, including customer-based discounting. When the customer decides to purchase an item, they simply add it to their shopping cart. The order is now ready to be processed by Vantage. Once the order has been placed, the customer receives an order confirmation via e-mail with their Vantage order number.

Vantage CUSTOMERConnect provides an online, self-service application for your customers. Simply put, your customers can see more, do more and buy more, 24 hours a day, seven days a week.

SELF-SERVICE

Create a self-service application for your customers to check the online status of their shipments, orders, RMAs, field service, and invoices.

ONLINE RFQs

Take service a step further by allowing your customers to submit requests for quotation with attached documents.

SINGLE LOGIN

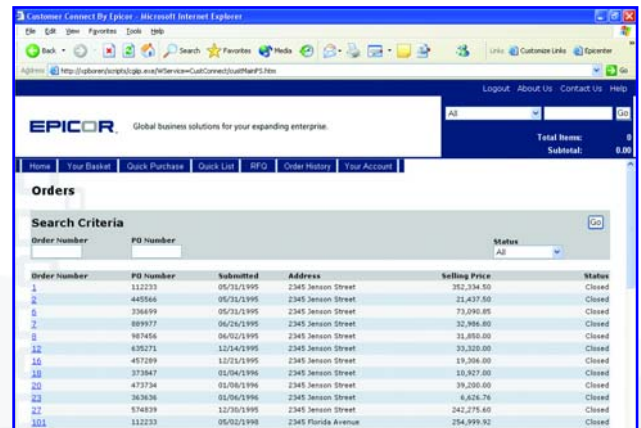
Give customers a single login to purchase goods, review accounts or locate shipments.

ONE PROCESS

Place orders through the StoreFront just like any other order within Vantage — no new processes to learn.

WEB-ENABLED PRODUCT CONFIGURATOR

Enable customers to configure parts via the Web with CUSTOMERConnect integration to the product configurator



Produce a self-service StoreFront for your customers to place orders and track their purchases.

SECURITY

Present fully secured pages that customers can access — showing only relevant data to each party.

CUSTOMER SATISFACTION

Service your customers 24x7x365 with up-to-date pricing, products, special offers, and the instant ability to place an order.

ONLINE CATALOG

Provide an online catalog for your customers to browse — including pictures and pricing.

RELATED WEB SITES

Link your StoreFront to other related sites to provide additional information.

EXTENSIVE SEARCH

Offer search capabilities to your customers to enable them to find the exact product they need.

PERSONALIZATION

Easily create and set up a personalized site with StoreFront and customer portal. Modify the Web content to add your corporate logo, change colors, add Web links, or create other information. Personalizing your site differentiates your StoreFront from others in the marketplace.

HTML EDITOR SUPPORT

Maintain your StoreFront with popular tools such as Microsoft FrontPage®.



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