



## CRM Clientix™

The art of attracting, winning,  
and retaining customers.

Marketing  
Sales Force Automation  
Order Management  
Customer Service  
Real Time Reporting & Analytics  
ClientTools™  
Clientix Technology

Clientix™ is a tightly integrated application that provides superior collaboration between your marketing, sales and customer service staff. The application is completely web based, therefore allowing you to quickly access information anytime, anywhere.

Organizations implement Clientix™ to obtain the following benefits:

- Increased revenues
- Reduced Operating Costs
- Enhanced Customer Service

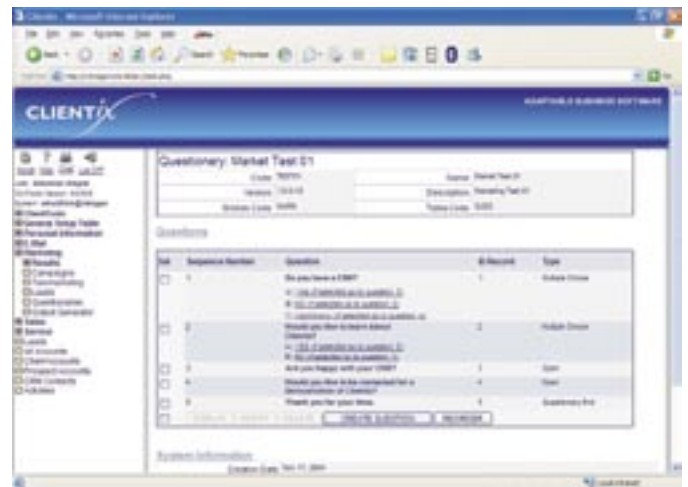




**Clientix™ Marketing**

The marketing module focuses on the targeting and attracting customers. Our powerful campaign tools provide your marketing team with the ability to plan, manage and execute campaign through a variety of channels.

- Campaign management
- Database segmentation
- Personalized and highly Targeted Email campaigns
- Event Management
- Lead management
- Scripting and execution of Telemarketing, Telesales, Surveys



**SALES FORCE AUTOMATION**

Clientix™ Sales force Automation (SFA) module manages revenue opportunities every step of the way. Clientix™ SFA increases sales staff productivity and provides management with real time

- Manage accounts, contacts, opportunities and activities
- Real time pipeline
- Track revenue opportunities by Dates, stage, sales person, regions, business unit, location and more.
- Monitor sales staff productivity
- Generate Quotes and Proposals
- Track unlimited account relationships

**ORDER MANAGEMENT**

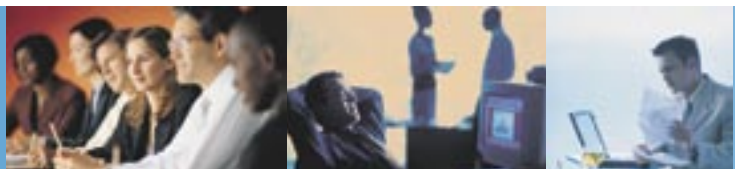
Clientix™ Order management module expands the channels for the sales of your products and services.; whether doing business through online, mail-order, or brick-and-mortar channels, Clientix™ addresses every aspect of the back-end processing cycle.

- Obtain customer-specific pricing, catalogs, and product selections
- Capture customer orders by agent or directly from customer
- Customer self-service to maintain customer information or order status
- Request to be contacted, request quotes

**CUSTOMER SERVICE**

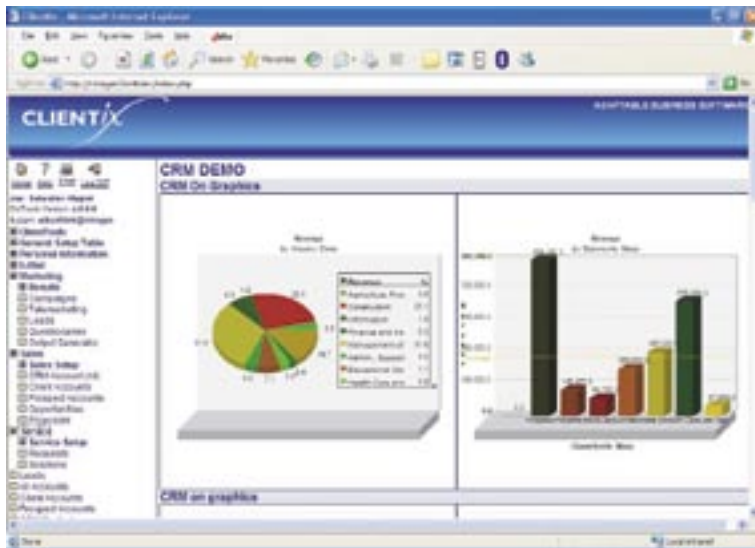
Clientix™ Customer Service provides the organization with a powerful helpdesk application, to keep track of trouble tickets or other customer requests.

- Manage support contracts
- Assign support staff
- Manage trouble tickets
- Automatic email notification
- Knowledge base repository





**Customer Cycle Integration**  
360° view of your customers



**REAL TIME REPORTING & ANALYTICS**

Clientix™ CRM Suite includes a report generator with a large selection of preconfigured reports.

- Simple to use report Generator
- Web-based
- Export to Excel and/or PDF
- Detail and/or Summary Reports

**CLIENTIX™ TOOLS**

Clientix™ offers a set of tools that allows you to manage, expand and customize the delivered the application.

- Security Administration
- View Administrator
- Record Search/Filter
- Module administration
- Unlimited Custom fields
- Form Builder
- Menu Builder
- Report Generator
- Import and Export Utilities

### Why implement Clientix™ Software for your organization?

- Increase Revenues
- Reduce Operating Costs
- Enhance Customer Service
- Take control of your most valuable information
- Streamline business Processes
- Deploy new product/services
- Affordable
- High ROI & Low TCO



### Clientix™ TECHNOLOGY

Clientix™ CRM Suite was designed and developed for strong Performance, Scalability and Security.

- Web-based architected. No code on the client
- Client and Server compatible with multiple platforms
- Intuitive design
- Customizable to fit the requirements of different companies/organizations
- Open integration architecture.
- Designed for scalability
- Strong security architecture

ALeNet, Inc., a leading e-business application development company, has created Clientix, a CRM Software solution for small and mid-sized companies with the features, scalability and security of an enterprise application. Using our highly skilled software professionals including Management Consultants, E-Business Subject Matter Experts, and Internet Web Designers/Developers, Clientix™ provides advanced Customer relationship Management solutions to manage marketing, sales and customer service.



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