

Corporate Client's Real-time Information Repository



The center of 8Manage Corporate Client Business CRM is the real-time client information repository which has a powerful pre-built structure for capturing, storing different types of information as shown in the diagram below and then filtering and displaying the information in real-time according to user preference. Once a datum in the client repository is updated, its related data in the repository are automatically in real-time.

The data in the client repository are also linked to the data in other repositories such as the sales force repository and service center repository. For example, when a contract item is fulfilled, the corresponding sales revenue and service item information will also be automatically updated in real-time.

The client information repository provides the accurate and up-to-date information for different users such as sales reps, account managers and service desk personnel to communicate and service the client.

1. Corporate Client's Lifecycle Support

8Manage Corporate Client Business CRM can capture all important information of your corporate client to support your marketing, sales, delivery, and support activities and billing. It also allows you to start with the minimum information such as business identity and contact name of your potential client in its new lead stage and gradually build up its information in the subsequent stages of the lifecycle. Specifically, 8Manage Corporate Client Business CRM maintains the following types of information of a corporate client as well as allows you to define new information sections and new fields:

- Corporate client's basic info
- Corporate client's contact details
- Corporate client's interests and preferences
- Corporate client's financials and credit info
- Corporate client's interactions, issues and actions
- Corporate client's transaction history and values



8Manage Corporate Client Business CRM supports notes and attachments that can be used to capture the details of a service call, client support needs or warranty information. In this way, the 8Manage Corporate Client Business CRM data replaces a paper file as a means of tracking each interaction with a client. When features such as attachments are included in the 8Manage Corporate Client Business CRM system, valuable documents become easily available for review. For example, if a customer is in proposal or contract negotiations, each revision can accompany the customer record for quick review, markup and electronic sharing.

2. Corporate Client's Marketing

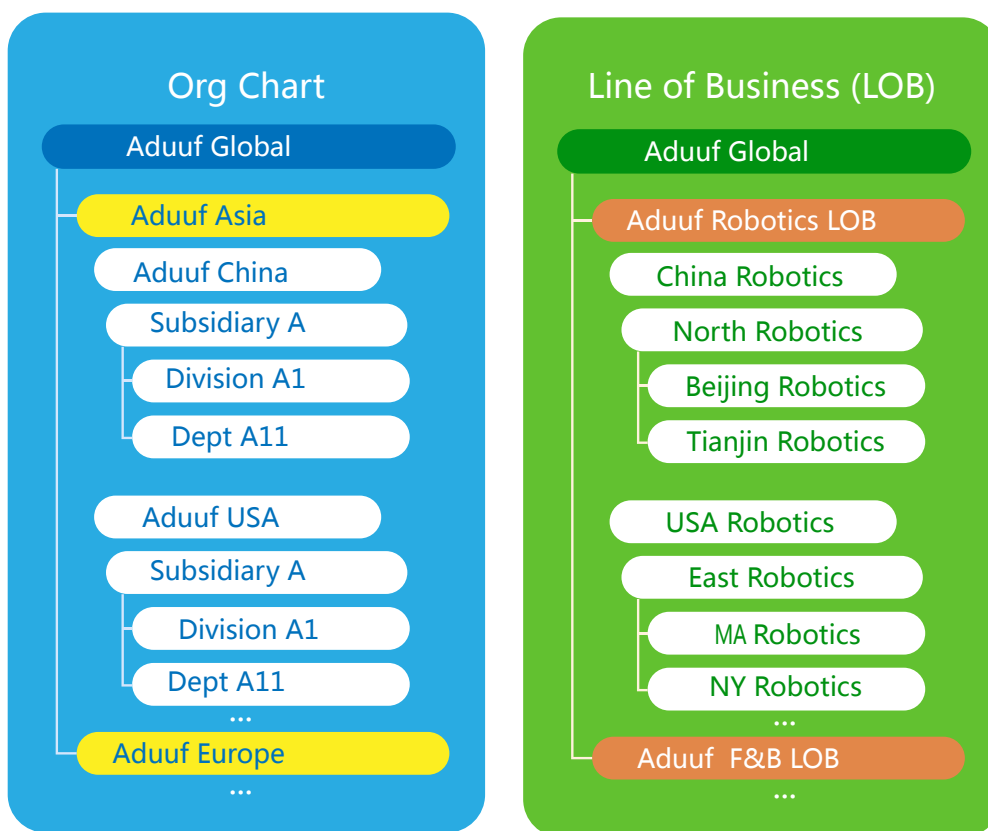


8Manage Corporate Client Business CRM captures client's information such as business nature, regions, news and products and its contacts' information such as their job functions, interests and preferences for your team to conduct the different types of marketing activities such as below for the corporate client:

- Content marketing
- Social media marketing
- 1 on 1 marketing
- eDM
- Relationship marketing
- Event marketing
- eSurvey
- SEM

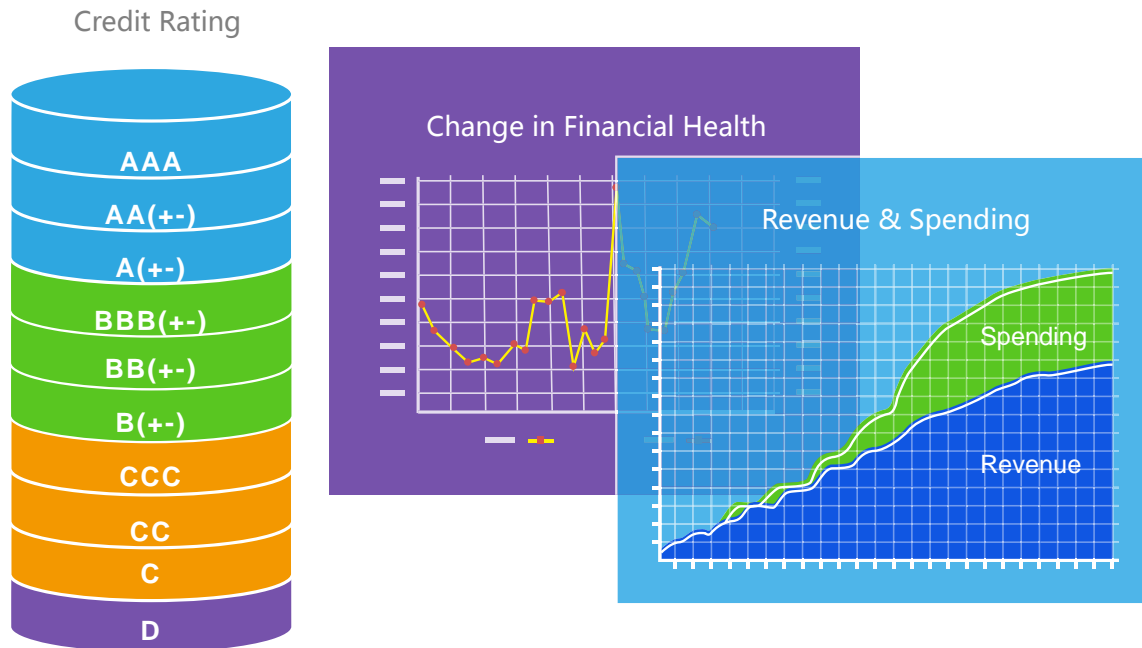
3. Corporate Client's Business & Organizational Structures

8Manage Corporate Client Business CRM can support corporate clients that are multinational or regional companies. The user is able to create the geographical, line-of-business, subsidiary, organizational and functional structure charts and view the corporate client from the integrated view or the specific views by country, ownership, line-of-business, reporting line and function (e.g., IT).



8Manage Corporate Client Business CRM also allows you to organize your marketing, sales, service and support efforts corresponding to the corporate client's business and organizational structures to maximize results.

4. Corporate Client's Financial & Credit Info



8Manage Corporate Client Business CRM can record the financial reports, credit ratings and account receivable information of each of your corporate clients. The information would help your team to determine the deposit requirements for the transactions and the appropriate payment collection methods to minimize the collection risk. A client with good financial health is also a higher value client whom your company might need to identify and pursue the longer term relationship.

5. Corporate Client's Interaction & decision Info

8Manage Corporate Client Business CRM allows your team to record all the important events, interactions, actions, decisions and results with your corporate client. Since it is often more than one person in your organization to deal with a corporate client, this would allow your company to maintain corporate memory (not individual memory) with your client.



8Manage Corporate Client Business CRM also records and track issues, actions and resolutions to ensure that issues raised by the client will be resolved in a timely and reliable manner.

5. Corporate Client's Transaction History & Value

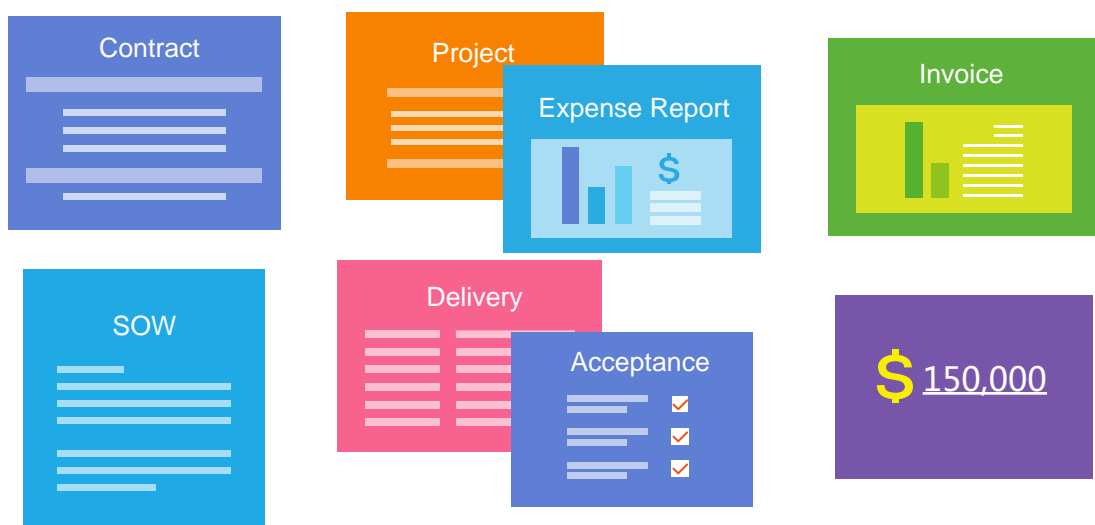
8Manage Corporate Client Business CRM can record the following transaction details that you have with your corporate client:

- Product & service item descriptions and prices
- Service level agreement and penalties
- Acceptance criteria and payment terms
- Delivery notes & acceptance document
- Timesheet and expense reports (for time and material base types of transactions)
- Invoices and payments

Corporate client's transaction history also provides the following useful information for conducting future business with the client:

- Client's accustomed products and services
- Client's accustomed contractual terms and conditions
- Client's negotiation tactics and discount requirements
- Client's delivery schedule
- Client's approval process

Client's transaction history can also help your team access client's value.



8Manage CRM

www.8manage.com

Wisage Technology is an international software product company with clients in many countries and regions, including the U.S., Canada, China mainland, Hong Kong, Macau, Taiwan, Malaysia and Singapore. All its products are mobile internet ready and can be accessed with IE, Firefox, Safari and Chrome browsers and we also provide different apps on Android and iOS. It offers perpetual licenses for all regions and SaaS in certain regions only for the following products:

8Manage CRM	: Mobile Internet CRM	8Manage eExpense	: Web & Smartphone Expense Report System
8Manage SPM	: Supplier & Procurement Management	8Manage eLeave	: eLeave & Leave Management
8Manage Simple PM	: Simple to Start & Extend PM	8Manage eTimesheet	: Web & Smartphone Timesheet System
8Manage PM	: Advanced Tool for Project Planning & Execution	8Manage eLearning	: Advanced eLearning System
8Manage PMO	: High Performance PMO	8Manage eSurvey	: Easy-to-use eSurvey System
8Manage Finance	: Strong Connectivity with Businesses & Operations	8Manage eDMS & KM	: eDocument & Knowledge Management
8Manage HR	: Human Capital Management		
8Manage OA	: New Generation Office Automation		
8Manage BI	: Point-and-click BI		
8Manage O2O	: B2C, B2B, eExchange, eSettlement & eERP		
8Manage FAS	: Knowledge Enterprise Full Automation Suite		
8Manage eERP2	: Manufacturer eERP2		

Emailing info@wisagetech.com , or calling +1-415 802 2172 or +852-81410396 .