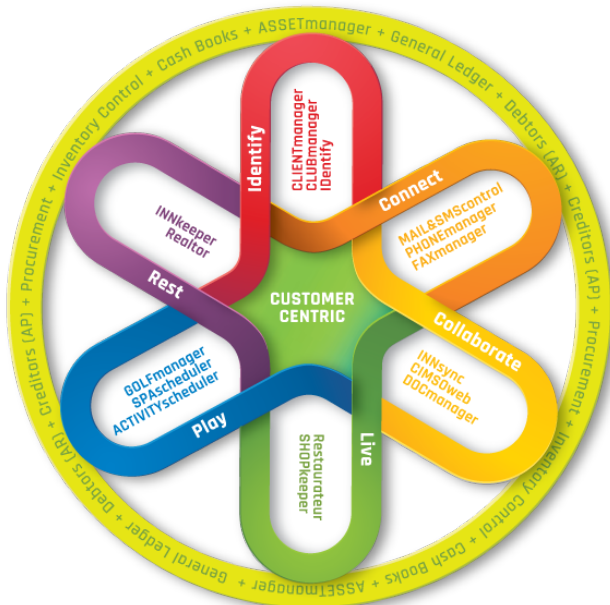


THE CUSTOMER RELATIONSHIP MANAGER

- ✓ Customer relations management (CRM) with demographic profiling
- ✓ Identification by RFID, MAG strip or BAR code card, or biometrics
- ✓ Direct dial, e-mail, fax, SMS and letters with communications tracking
- ✓ Electronic document management, retrieval and filing system
- ✓ Accounts receivable and cash control integrated to general ledger



SEAMLESS INTEGRATION



CUSTOMER-CENTRIC DESIGN

The CIMSO ERP Software toolbox provides the tools you need to control and improve your business

- **Identify** Client Relations Management with customer identification and preferences
- **Connect** Direct individual or bulk blast e-mail, SMS, fax and snail mail communications
- **Collaborate** Live data synchronization to all offices with WEB and mobile device interfaces
- **Live** Touch screen points of sale for food and beverage and retail trade outlets
- **Play** Scheduling and management facilities for Golf, SPA, and leisure activities
- **Rest** Lodging reservations, property management (PMS), Leasing and Timeshare
- **Finance** Financial control to balance sheet, GL, AR, AP, stock, procurement, cash books

VALUE PROPOSITION

- Next generation technology → Evolving and increasingly efficient systems
- Customer centric design → Improved client service delivery and satisfaction
- Seamless integration → Real-time financial and operational reporting
- Complete financial control → Ensures transparency and accountability
- Enterprise resource planning → Complete and efficient management control
- Reduced cost of ownership → Improved ROI and bottom line profit margins



Operating System: Windows 7 or later (64-bit Windows 10 recommended)
Supported Database: Microsoft SQL Server 2008 or later (2016 recommended)
Minimum Hardware Requirements: 1.5GHz CPU, 4GB RAM, 15GB disk space



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Customer centric CRM, business administration, communications and accounting control

FEATURES:

- Extensive customer database with management reports console
- Demographic and status profiling with data mining
- Customer and staff identification by RFID, Bar Code or Mag Strip card, photo image display or finger print scan
- Direct call dialing, e-mail, fax, and SMS transmission with tracking
- Bulk marketing e-mail, fax, snail-mail and SMS blasts
- Staff task and communications scheduling and tracking
- Customer preferences and detailed trading history

Business management features:

- Debtors control (AR) (see BACKoffice accounting)
- Services and Charges (non stock item) billing (see BACKoffice accounting)
- Transaction management (see BACKoffice accounting)
- Cash control (see BACKoffice accounting)
- Document filing and management system (see DOCmanager)
- Facsimile transmission and receipting (see FAXmanager)

SEAMLESS INTEGRATION to:

- **PHONEmanager** telephone call and billing management
- **INNSync** data synchroniser linking offices across geographic boundaries
- **CIMSOweb** on-line customer profile management and activity scheduling
- **Restaurateur** food and beverage (F&B) points of sale
- **SHOPkeeper** retail points of sale for shops and superettes
- **SPAscheduler** SPA and wellness management
- **ACTIVITYscheduler** recreational activities scheduler
- **INVENTORYmanager** products services and recipe stock control with procurement
- **BACKoffice** creditors (AP), General Ledger (GL) and Cash Books (CB)

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