



**SUGARCRM.**  
THE CLOUD IS OPEN

# Customer Relationship Management

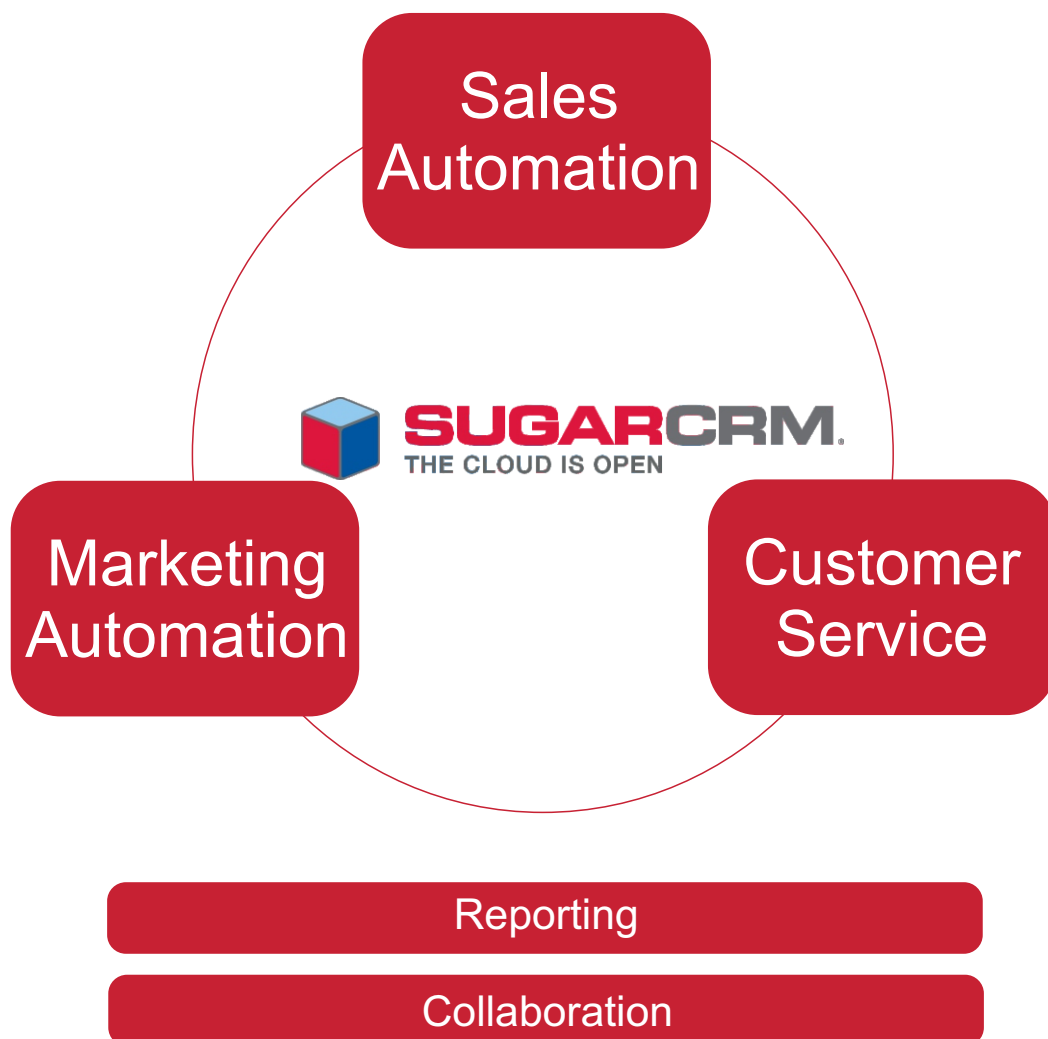


# Customer Relationship Management

Increase sales opportunities, enhance customer service and manage effective marketing campaigns with our CRM solutions.

CRM systems are designed to connect companies to their customers, enable insightful decision making and increase productivity in the work environment. Tabaq Software specialises in providing CRM solutions that help you achieve these goals.

Sugar CRM is an open source customer relationship management system with over 7,000 successful customers and diverse and wide developer community around the world. Tabaq's experience in developing on Sugar platform includes bespoke modules and integration with other systems and web services.



## Sales Force Automation

**Opportunity Management** – Share opportunity information across teams, track deal progress and ensure effective opportunity handling through collaboration.

**Account and Contact Management** – Successfully manage customer account and contacts. Run de-duplication checks and in one single page view, track opportunities, activities, history, cases, projects, and more.

**Forecasting** – Generate forecasts, create and assign quotas to sales teams based on sales data.

**Quotes & Contracts** – Create accurate quotes with multiple items, currencies and tax codes. Quotes can be sent through email, Word or PDF. Generate invoices to customers through an optional module.

**Mobility** – Empower your sales force with mobile access to the CRM application.

**Dashboards** – Provide employees and managers with real-time information about leads, opportunities and accounts.

## Other Modules

**HR** – Modules include Human Resource Management, Expenses, Time and Attendance.

**Products** – Create product lines with multiple categories. Generate quotes and invoices for customers and send them by email in Word or PDF.

## Marketing Automation

**Multi-Channel Campaigns** - Centralizes the development, execution and monitoring of campaigns across multiple channels.

**Campaign Wizard** - Simplifies campaign design, execution and tracking and offers real time activity and ROI reports.

**Email Marketing** – Increase the effectiveness of your marketing campaigns by identifying the correct target for a given campaign and campaign tracking.

**Lead Management** – Provides a tool for lead management, companies can populate the pipeline with more qualified leads.

**Marketing Analytics** - Measure the effectiveness of marketing campaigns from the initial offer to a closed sales opportunity.

## Customer Support

**Case Management** – Increase customer satisfaction with better case management, case monitoring and escalation.

**Inbound Email** - Helps support organizations to manage customer support by allowing users to create rules for inbound e-mails and automate case assignment to the right customer support representative.

**Knowledgebase** - Helps customer support and engineering teams to better manage and share information as well as create searchable content through full-text search, tagging, categorization and approvals.

**Bug Tracking** – Through effective bug tracking you can not only ensure that customer problems are solved timely, but that products are improved as well.

**Self-Service Portal** - Allows companies to provide self-service capabilities to customers and prospects for key marketing, sales and support activities.



Tabaq Software Limited  
Building A, Trinity Court, Wokingham Road, Bracknell, Berkshire RG42 1PL, United Kingdom  
T: +44 1344 668400 F: +44 1344 668200 E: sales@tabaqsoftware.com  
W: www.tabaqsoftware.com W: www.jcomply.com  
Company Registration Number: 6039350 (ENGLAND & WALES)

