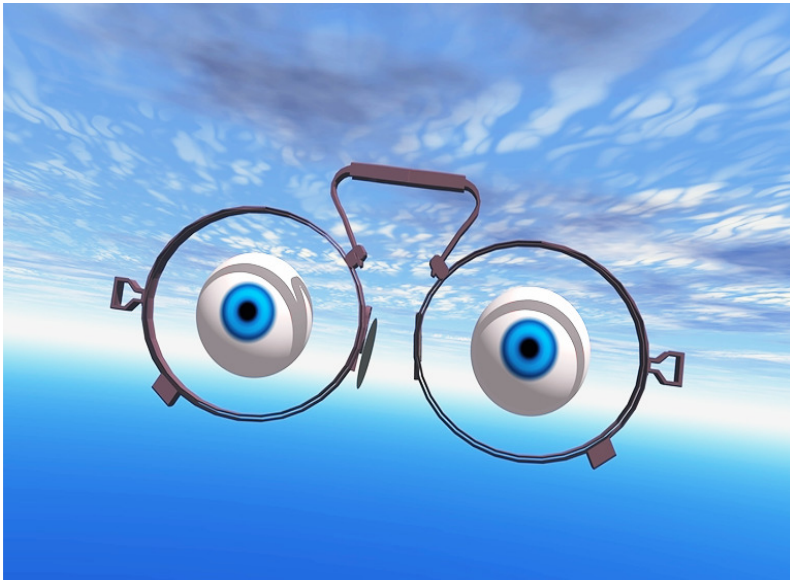


# Viewpoint



*Communicating awareness;  
access to understanding; an  
ability to obtain immediate  
knowledge ...*

pegasus  
**OPERA II**

*Client  
Systems*

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Our Touchpoint range of software has a number of vital administrative functions built into it – generation of targeted marketing lists, campaign evaluation, contract administration, service call costing and invoicing for instance – but as a pre- and post-sales system, making and responding to calls and enquiries from contacts in prospect and customer organisations are core activities.

These are the touch points where the ability to deal effectively and promptly reflects on the company's image and credibility. An efficient and responsive organisation is one that you want to deal with.

Very often the ability to deal with contacts effectively is undermined by the non-availability of information or the inability to access it quickly.

Contact support can cover a whole gamut of issues – are they a customer, when did they last buy, what did we quote last time, what letter are they referring to, what was wrong with the machine last week, how did we resolve this problem last time, what's their e-mail address, has anyone got Eric's mobile number – even down to being able to find an office that you are due to visit in the next five minutes!

With Viewpoint we are attempting to address as many of these types of issue as possible by providing a viewing button or menu option at the point where we believe it will be useful to be able to drill into the database to obtain information that is held within.

Of course, we cannot replace paper files all together, but where there is an electronic source, we want to be able to provide authorised access to it.

This facility is available across many modules, but examples of support during sales or service call processing are:

- Sales call history, responses, outcomes, values
- Sales account details, including invoice drill down
- Sales history, summaries and detail
- Sales order and quotation details
- Supplier terms, prices, performance, account, orders
- Service call history, responses, results, costs
- Service level agreement terms and items covered
- Site equipment register
- Stock inventory and customer pricing
- Purchase orders
- Correspondence and document register

Through linking with Microsoft Office, standard documents can be produced, sent and recorded. Items such as technical drawings, spreadsheets, maps, sales literature and inbound documents can be registered and retrieved, locally and remotely. A cross-company resource at the touch of a button.

The Viewpoint facility, Touchpoint software and Pegasus Opera II system are truly..

*Working together ...*