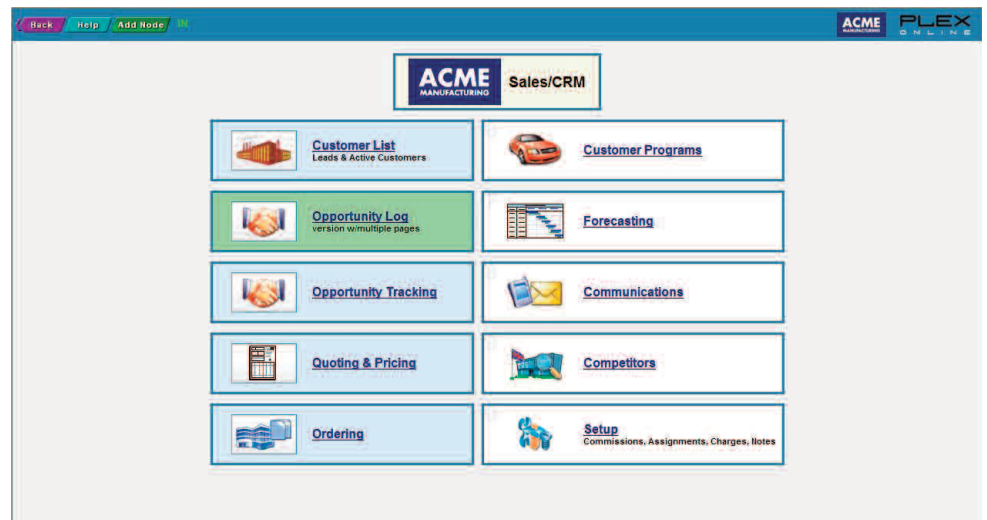


Customer Relationship Management (CRM)

Customer Relationship Management functions provide total coverage across every department within a manufacturer.

Plex Online includes comprehensive Customer Relationship Management (CRM) tools to manage a company's business development and sales processes from first contact to formal contract. The suite of CRM tools automatically integrates with all other Plex Online modules, and can be customized to support any company's needs.

"Plex Online
links CRM,
ERP and MES."



Comprehensive Market Research

Plex Online offers several tools to help a company research, identify, and attract potential customers. These resources include:

- Opportunity tracking
- OEM production database
- Competitor intelligence database
- Promotional mail list manager
- Sales literature request module

Effective, Accurate Quoting

Several Plex Online tools help a business quickly generate customer quotes with precision accuracy, based on real-time, comprehensive data. Tools include:

- Estimating tool
- Quote tracking
- Quote generation utilizing weight calculator
- "Quick Quoter"
- Standard pricing module
- Part configurator pricing sub-module



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www.plex.com
info@plex.com
248.391.8001

Customer Relationship Management (CRM)

“Plex Online automatically sorts through complex pricing schemes, discount structures and individual customer price lists.”

Efficient Sales Operations

Within the Plex Online CRM suite are many tools a company can utilize to manage its activity tracking and reporting from the time a customer places an order to the time the order is delivered. These sales tools include:

- Release accounting module – including blanket orders, releases, cumulative tracking, EDI, barcode labeling, finished goods inventory and shipping.
- Customer info database
- Contract tracking
- Communication log
- Order entry and tracking, including a spot-buy order entry screen
- Online order inquiries
- Tracking of employee assignments to customers
- Field service call tracking

Revenue Tracking & Sales Management Support

Plex Online enables management to gather real-time, accurate financial data generated from its sales activities and make the best-informed business development and sales plans.

Management can rely upon the following specific tools:

- Revenue tracking and reporting
- Sales forecasts – automatically stored and continuously updated
- Customer satisfaction overviews
- Sales force activity tracking and coordination
- Commissions tracking



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