

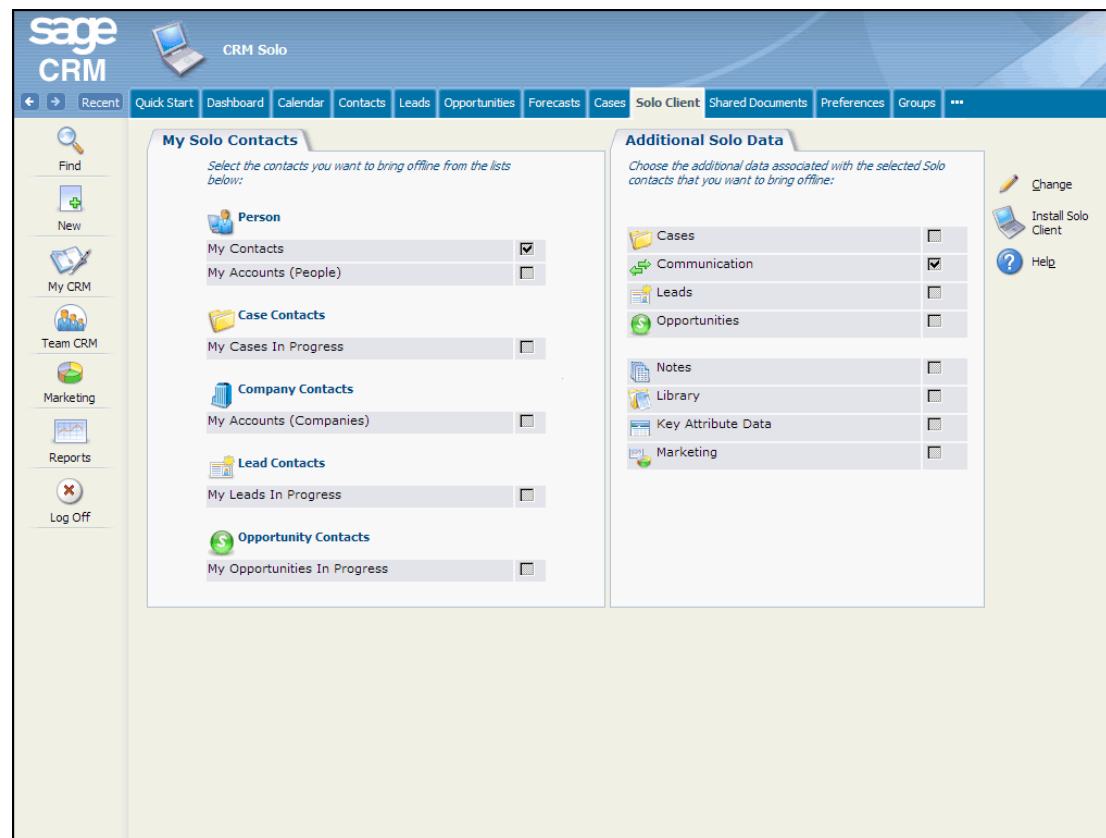
### Sage CRM Offline Synchronisation

A comprehensive CRM solution enables organisations to guarantee their sales, marketing and customer care professionals have fast, up-to-date access to critical data - regardless of where these employees are located. Sage CRM offers the functionality for mobile users to work offline and later synchronise with the central server, using the Sage CRM Offline Synchronisation feature.

The Sage CRM Offline Synchronisation feature enables users to work anytime, anywhere irrespective of connectivity. Offline Synchronisation is also cost effective since users can install it directly from Sage CRM and no additional software is required.

The Sage CRM Offline Synchronisation feature installs the system on a user's laptop together with a selected portion of the business data available to the user online. The user can add and edit data even when they are offline. Client data is then updated whenever a synchronisation takes place.

The benefits of the Sage CRM Offline Synchronisation functionality have the potential to impact positively on the performance and profits of your organisation by simplifying access to information and increasing user adoption rates, a major stumbling block for all CRM applications, and one which Sage CRM effectively addresses.



<b>Function</b>	<b>Explanation</b>	<b>Benefit</b>
Remote Access	With Sage CRM's Offline Synchronisation feature users can access critical data and work anytime, anywhere.	Sales, Marketing and Customer Care professionals have fast, up-to-date access to critical data irrespective of their location, this increases their productivity and efficiency levels.
Working Offline	Sage CRM Offline Synchronisation enables users to work offline and later synchronise with the central system.	Users have the ability to catalogue information when it is convenient to them, irrespective of internet connectivity.
Return On Investment	Using Sage CRM's Offline Synchronisation feature increases the usability of the Sage CRM product and maximises employee time.  Users can install Sage CRM Offline Synchronisation directly from Sage CRM.	Increases the levels of usage of Sage CRM in organisations and reduces the total cost of ownership of the solution. In addition, the ability for users to maximise their time by working when travelling increases their productivity and performance rates.  Eliminates the requirement for additional software reduces costs.
Access to and Organisation of Information	With Sage CRM Offline Synchronisation users have access to important account contact and history information, activities and appointments via the same interface as when online.	Users have access to critical data anytime, anywhere this enables them to provide optimal service to customers. A full range of functions is accessible, this enables staff to view reports, update contacts and sales opportunities, qualify leads, and manage tasks and calendars, improving field sales productivity.

The Sage CRM Offline Synchronisation feature offers a seamless experience with remote information, enabling users to easily access and manage tasks, activities, relationships and accounts wherever and whenever they need to, resulting in increased productivity and improved working practises organisation-wide.

### **About Sage CRM**

Sage CRM is an easy-to-use, fast-to-deploy Customer Relationship Management solution comprising Sales, Marketing and Customer Service Automation. Highly flexible, Sage CRM comes with fully customisable business process automation and offers out-of-the-box integration to leading Sage ERP solutions.

Sage CRM is a fully web-based application and is available on-premise or on-demand for complete freedom of choice.