

# Instant Business Information, Anywhere



## What is info@hand?

- A comprehensive business management tool for organizations with 1-200 users
- Web-based server software purchased as a software package, or as an On Demand Service (SaaS)
- Serves PCs & Macs on corporate LANs and via secure external connections (VPN, SSL), plus mobile Treo, iPhone, BlackBerry and Windows Mobile devices
- Addresses Sales, Marketing, Service, HR, Project Management and Order Management functions
- Provides Customer Sales and Service Portal 24/7
- Integrates with QuickBooks, IP Telephony & Outlook

## What are the Benefits?

- Increased Sales Effectiveness
- Greater Sales Reach
- Reduced Administrative Costs
- Improved Customer Retention
- Better Management Information
- Integrated Information Platform to Support Ongoing Business Process Enhancement

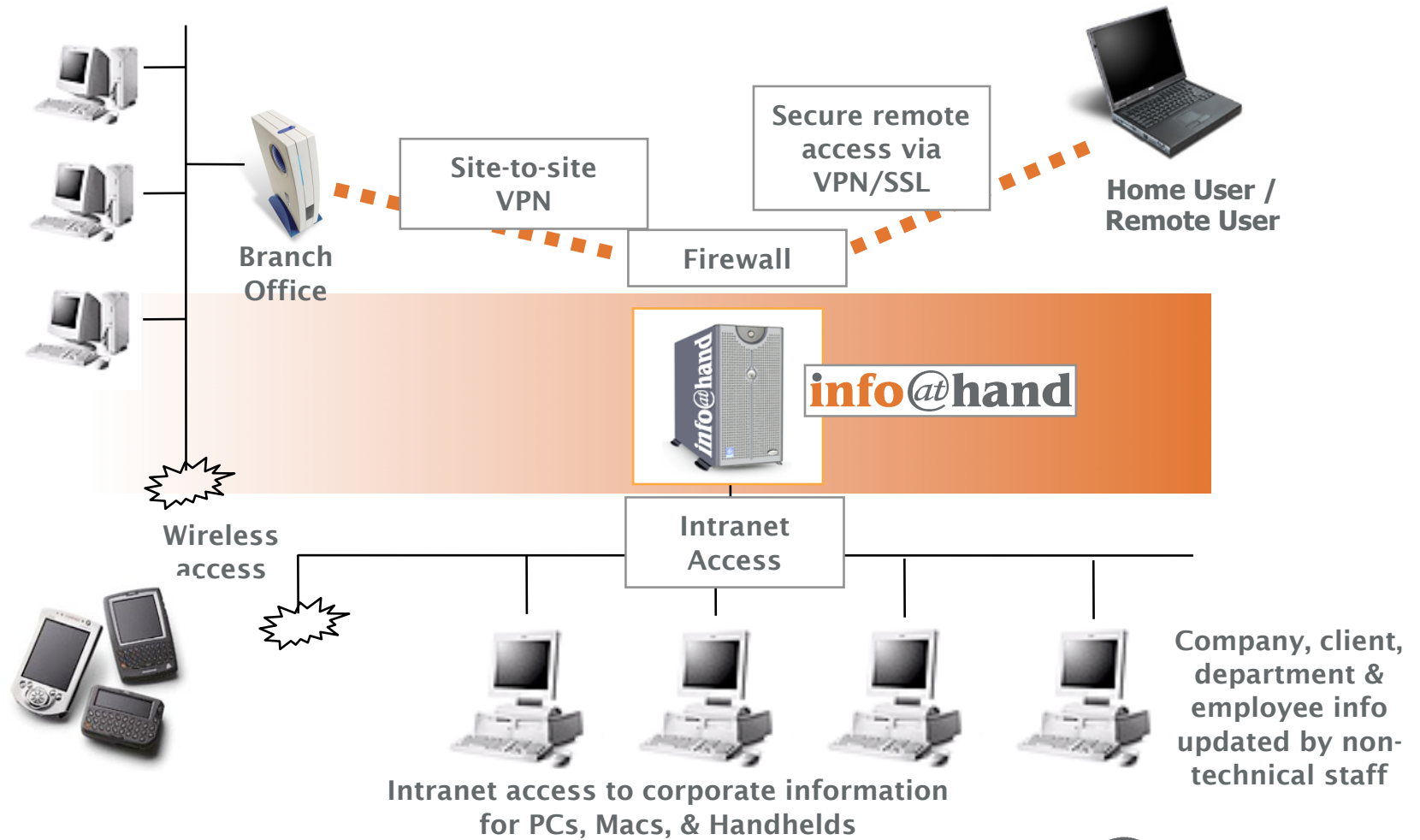
## Who is a Typical Customer?

- 1-200 Employees
- Existing LAN
- Permanent Internet Connection
- Key Needs:
  - Customer Relationship (and Customer Service) Management
  - Order Management
  - Project Management / Financial Tracking
  - Customer Self-Service Portal
  - Online eStore
  - IP Telephony Integration
  - QuickBooks Integration

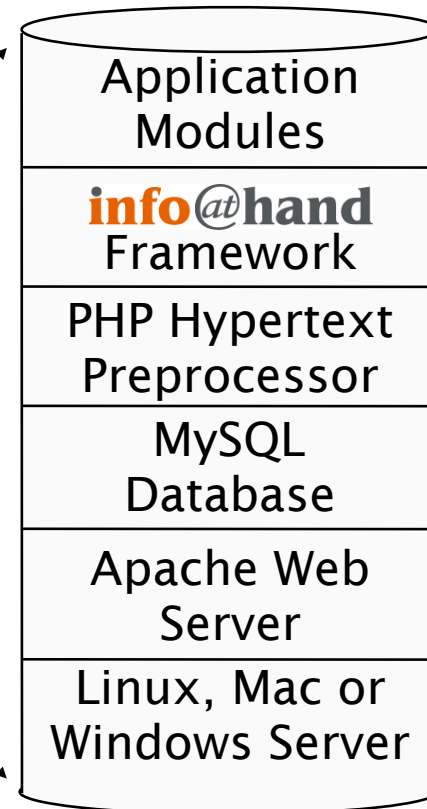
## What is the Market Position?

- Not just a CRM - a Customer Relationship and Business Management System
- Includes Order Management, Project Management, Service Management, HR
- On Demand or On Premise
- Built & Priced for Smaller Business: 1-200 Users (€185/user one-time license, €50/user/yr support)
- Base price includes Mobile Access, Customer Portal, eStore, Outlook Plug-in, IP Telephony Integration
- Optional QuickBooks Integration
- Mixed Open and Closed Source

# How do I use **info@hand**?



# What's Inside?



# Thank You