



web based customer management

www.browsercrm.com

BrowserCRM features include:

Contact Management

- ◇ Contacts can be companies or people – no forced corporate style 'Accounts'
- ◇ Flexible address and phone data structure
- ◇ Unlimited custom fields
- ◇ Entire activity history by company or person
- ◇ Fully configurable permissions allow per-department or private contacts

Integrated Email

- ◇ Automatic email history for customer
- ◇ Optional shared inbox to spread workload
- ◇ Reads from your existing mailbox infrastructure

Collaboration Tools

- ◇ Internal Memos
- ◇ Shared Calendaring
- ◇ Shared internal Knowledge Base

Import & Export

- ◇ Import your Excel or CSV data
- ◇ Migrate from ACT, Goldmine, Outlook...
- ◇ Export to Excel, Word, OpenOffice...

Deployment Options

- ◇ Hosted in our data center
- ◇ On-premise on your own Linux, Windows or Mac server
- ◇ Optional service contracts
- ◇ Users login with a web browser
- ◇ No software to install for users

Optional Plugins

- ◇ Click-to-dial with Asterisk VOIP
- ◇ SQL-Ledger double entry accounting
- ◇ CRM back-end for your CMS

Customization Options

- ◇ Over 100 preference settings
- ◇ Custom fields are created at database level for maximum performance
- ◇ Customize menus, modules
- ◇ Customize logo, language, skins
- ◇ Code level OO extensions
- ◇ Consulting from our Professional Services team



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BrowserCRM Datasheet

BrowserCRM is a browser-based customer management application for SMEs (Small to Medium Enterprises). It provides contact management features including email, file management, tasks, opportunities, calendaring and web site integration.

BrowserCRM is designed and priced for the small to medium business. Customers have purchased the product because it improves business productivity.

Why BrowserCRM?

◇ Access your data anytime, anywhere

Login to your customer and business data from your favorite web browser - no user software to install! BrowserCRM instantly enables access to your database for telecommuters, telemarketers and branch offices and gives you full access to up-to-date data while on the move.

◇ Centralize your data

Your corporate data is centralized in your BrowserCRM database instead of spread across multiple applications and individual desktop machines so you and your employees always access the latest, real-time data.

◇ Choose how you deploy

Install the Server Edition on your own server or ISP, or use BrowserCRM Hosted which is completely managed in our data center.

◇ Smart new technology

Our technology platform means costs are substantially lower than for similar products from major vendors based on legacy or proprietary technology (see the [BrowserCRM Technology Platform Datasheet](#)).

◇ Customize for each user

Customize and personalize preferences, menus and data access permissions for each user.

◇ Multi-user functionality

Data sharing between users including a shared email inbox to share email workload, full logging per user and record status per user.

◇ Generate customer leads from your website

Capture data from your website forms directly into BrowserCRM so you can provide faster response to customers and increase sales.

◇ Scale as your business grows

The technology platform will scale easily and user-based licensing means you can increase your software capability as your business grows.

◇ Extend functionality

The customizable modular structure of BrowserCRM can be extended to meet your specific requirements to web-enable all your business processes.

BrowserCRM is widely deployed in small businesses typically with 5 to 250 users in diverse industries in services, retail and manufacturing. See case studies on our website.

BrowserCRM has a global customer base with customers in the USA, Canada, UK, Germany, France, Singapore, Australia and New Zealand.

Contact Us

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BrowserCRM Solutions:

SME Problem	BrowserCRM Hosted	BrowserCRM Server Edition
the inability to access business information from outside the office	access data from any web-browser including PC, laptop, PDA, mobile phone	access data from any web-browser including PC, laptop, PDA, mobile phone
technical difficulties with installation and deployment	fully managed installation, upgrades	simple, single-point installation, upgrades
high cost of ownership including the underlying technologies such as the database	built on free technology platform PHP & MySQL; priced competitively for SME's	built on free technology platform PHP & MySQL; priced competitively for SME's
many separate point solutions (contact manager, email, accounting) resulting in fragmented data duplicate data on individual employee's desktops	integrated application suite including contacts, scheduler, email... single browser-based access point and application	integrated application suite including contacts, scheduler, email... single browser-based access point
lack of single point backups	fully managed backups	centralized point for backup

BrowserCRM Features:

	BrowserCRM	ACT	Salesforce	SugarCRM	Netsuite	WebEx	MS Office Live
Native web based	X	-	X	X	X	X	X
Core CRM Functionality	X	X	X	X	X	-	X
Install "on-premise" on your own server	X	X	-	-	-	-	-
Available as "hosted" application	X	-	X	X	X	X	X
Shared Email Inbox	X	-	-	X	-	X	X
Groupware (Email, Memos, Knowledge Base)	X	-	-	-	-	-	X
Permissions structure	X	-	X	-	X	-	X
Open MySQL database	X	-	-	X	-	-	-
Database-level custom fields	X	-	-	-	-	-	-
Designed and priced for small business	X	-	-	-	-	X	-
Easy to customize (modular OO with source code)	X	-	X	-	-	-	-



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