

NEMETSCHER

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The company

Nemetschek Bulgaria is one of the top leading software development companies in Bulgaria, providing high-end solutions in the area of software development, marketing and implementation.

Nemetschek Bulgaria, a privately held company, was founded in 1998 as a part of the "Global Sourcing" strategy of Nemetschek AG, Germany.

Operating independently since 2002, in parallel with the software outsourcing activities, Nemetschek Bulgaria provides a wide range of own-developed solutions and services on both international and domestic markets.

Based in Sofia, Bulgaria, it is one of the largest offshore software companies in Eastern Europe providing marketing, sales, software development and consulting services to Europe, Middle East and USA.

Nemetschek Bulgaria has strategic alliance with the European Software Institute /ESI/, Spain.

Currently the company has employed more than 100 IT professionals, structured in two divisions - Consulting, Sales & Support Division and Software Development Division.

Nemetschek Bulgaria has business experience in the areas of:

- Facility Management solutions;
- CRM applications;
- Electronic Document Management;
- B2B u B2C solutions;
- Integrated industry solutions – CAD/CAM, Virtual Reality, Modeling & Animation.



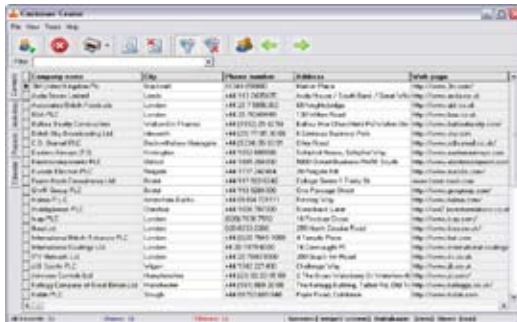


Customer Center

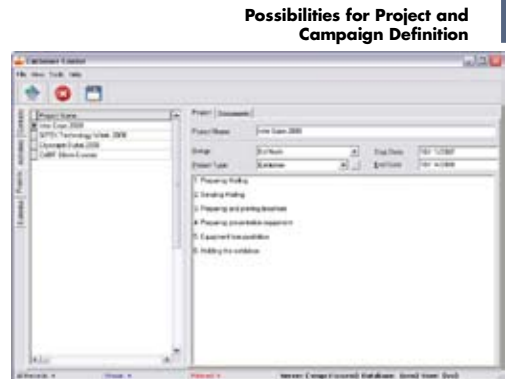
Customer Center

Customer Center is CRM (Customer Relationship Management) software solution for control and management of processes and activities connected to the relations with customers and contacts. Customer Center is easily adapted to different business domains and it's easy to use and maintain. Depending of the size of organization Customer Center could be implemented within few days and be ready to use, increasing the efficiency and quality of the company operations.

- Detailed information for each customer
- Full history of the relationship with customers
- Customer classification by different criteria
- Automatic mailings to dynamically generated target groups
- Electronic storage of all documents connected with customers
- Task management
- Campaign management



All Important Contact Information is Visible on One Screen



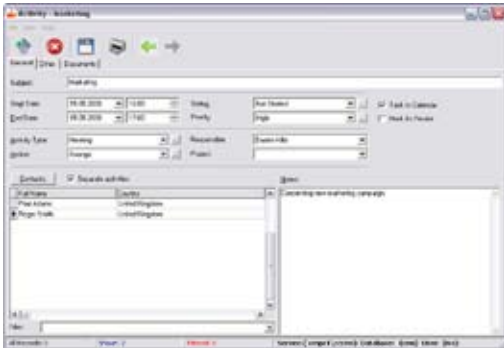
Customer Center is a solution that gives following options:

- Management of any type of contacts – customers, suppliers, partners, etc.
- Project and campaign management;
- Dynamic and predefined filtering;
- Automatic generation of target groups;
- Generation of mailing lists and automatic e-mailing from the system;
- Management of personalized hardcopy mailings;
- Electronic document storage and management – contracts, business cards, offers, images, etc.;

Customer Center

Customer Center:

- Easy to install - In mid size organization Customer Center will be implemented for 1 day;
- Easy to learn - Standard user training is 2 hours;
- Easy to use - Customer Center has very high usability with intuitive interface;
- Easy to maintain - No special IT staff is needed to secure the proper working of Customer Center;



The Tasks Definition is a Matter of Seconds

All users of the system share common pool of data and could accept call or continue a negotiation with a customer even if the initial contact was made by other staff member.

The modern technologies, flexible architecture and friendly interface of Customer Center allow its fast and easy implementation in any company or organization. In any size organization - from banks and enterprises to small companies and offices, Customer Center comes as a convenient and powerful sales and management tool.

Customer Center has unique functionality for creating custom fields – the meaning and content of these fields is in the hands of the users, they could create such custom fields by themselves. This functionality allows Customer Center to be easily adapted and suitable for any type of business or size of organization. The users could use not only the standard build-in functionality but they could develop Customer Center according to their concrete business process.

Other unique functionality of Customer Center is the ability to create and use common filters based on predefined criteria including the values in the custom fields. By doing this, extracting of operational information from Customer Center is easy and accurate. For example the predefined filter "My tasks for today" could be common for all users and when Customer Center is starting each user will see his personal task for the day.

Customer Center manages all office and sales activities. The daily tasks like preparation of offers and contracts, scheduling meetings, client support, sales calls and many other are controlled and distributed in the system. The users have the possibility to initiate projects, define tasks and control their progress only with the help of Customer Center without losing time for long internal meetings. At the same time every employee has a clear view of his obligations and work processes.

Customer Center identifies each customer individually and helps design the right strategy to approach him related to his individual requirements and expectations. The system keeps track of all activities between the company and the customers.

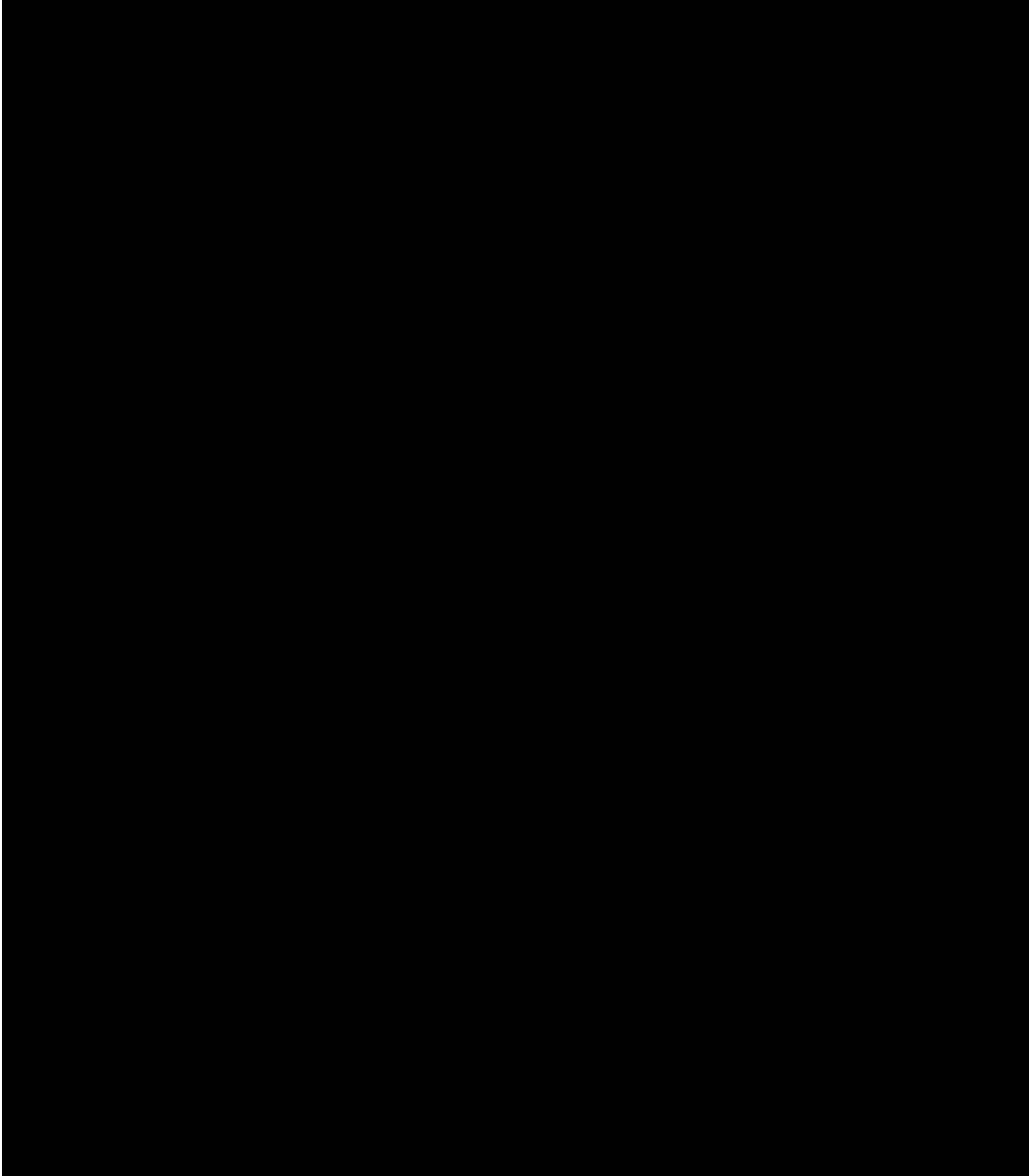
System Functionality Overview

- Detailed information for any type of contact;
- Information for relations between contacts;
- Rank the contacts by more than twenty indicators;
- Possibility to use additional user defined fields;
- Complete history and list of past and upcoming tasks for each contact;
- Assign a responsible employee to each contact;
- Information for contact persons of each company;
- Assign tasks to contacts;
- Assign a responsible person for execution of each task;
- Track the status of each task;
- Possibility to assign one task to many contacts /plural or multiple tasks/;
- Definition of projects and campaigns;
- Filter tasks by projects;
- Possibility to create and send letters automatically and electronically to many contacts, filtered by project or other criteria - mailing;
- Fast search by major fields;
- Tools to create complex filters with more than one condition;
- Save and name filters in case of further use;
- Predefined filters available for each user;
- Definition of users and assign access levels for each of them;
- More than 30 different options for access limitation to the different functions and sections of the system;
- Information for all deleted records in the system and possibility to restore them;
- Complete log of all operations made in the system including information for the date, time, user name and type of the operation;
- Import and export data to and from the system;
- Print data for contacts and tasks;
- Attach business cards to contacts;
- Attach files to any task, contact or project;
- Visualization of all tasks in a calendar;
- Visual control and view of pending and completed tasks;
- Daily, weekly and monthly calendar views;
- Task assignment directly from the calendar;
- Edit and reassign tasks from the calendar view;

Contacts

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