

# Center Mine<sup>®</sup>

INNOVATIVE SOFTWARE SOLUTIONS

# Contents

The Company  
Customer Center

# The company

**Center Mine** is a global business-to-business software services company dedicated to provide enterprise software solutions to help organizations increase business value from information technologies.

In addition to providing high quality solutions, we offer a wide range of consulting services and all services related to software implementation - installation, setup, data migration, training and support.

Today Center Mine maintains sales locations and operational centers in North America, Europe & Middle East.

As software development and distribution methodologies continue to evolve, we will keep being a leader by providing professional services to our clients and using our know-how to build efficient business management systems, which implement the latest technologies.

The company's specialists have taken part in many IT projects in Bulgaria as well as countries like Norway, Sweden, Finland, Great Britain, countries from Eastern Europe and Middle East. At the moment the company works on projects in Germany, Great Britain, Spain, USA and other countries.

**Center Mine** has business experience in the areas:

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



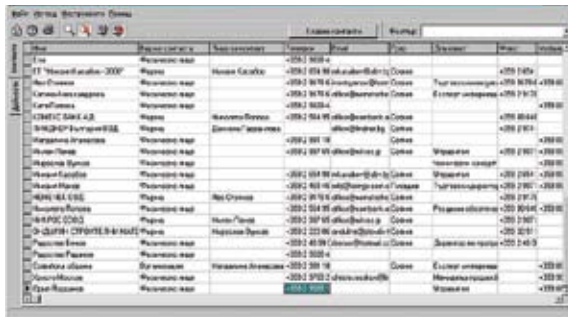


Customer Center

# 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.

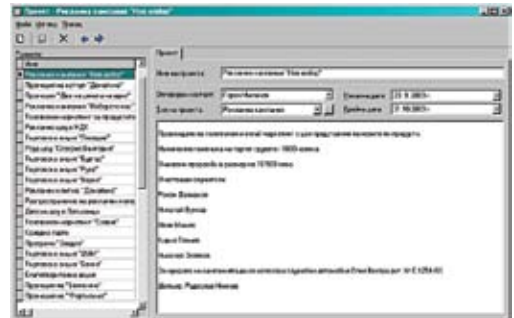
- Detailed information for each customer
- Full history of the relationship with customers
- Customer classification by different criteria
- Automatic mailings to dynamically generated target groups
- Electronic storage of all documents connected with customers
- Task management
- Campaign management



Imię	Nazwisko	Telefon	Adres e-mail	Adres	Telefon	Adres
Jan	Nowak	+384 12 34 56 78	jan.nowak@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Anna	Kowalska	+384 12 34 56 78	anna.kowalska@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Jan	Nowak	+384 12 34 56 78	jan.nowak@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Anna	Kowalska	+384 12 34 56 78	anna.kowalska@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Jan	Nowak	+384 12 34 56 78	jan.nowak@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Anna	Kowalska	+384 12 34 56 78	anna.kowalska@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Jan	Nowak	+384 12 34 56 78	jan.nowak@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Anna	Kowalska	+384 12 34 56 78	anna.kowalska@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Jan	Nowak	+384 12 34 56 78	jan.nowak@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000
Anna	Kowalska	+384 12 34 56 78	anna.kowalska@firma.pl	ul. Długa 100	+384 12 34 56 78	00-000

All Important Contact Information is Visible on One Screen

## Possibilities for Project and Campaign Definition



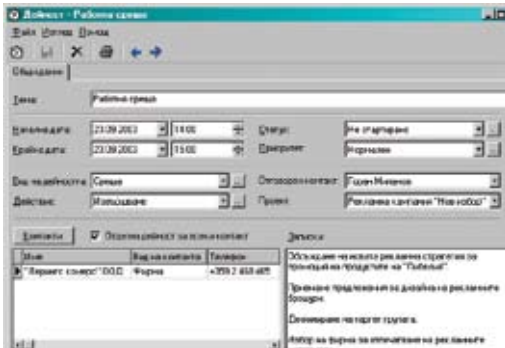
## Customer Center is a solution that gives following options:

- 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.

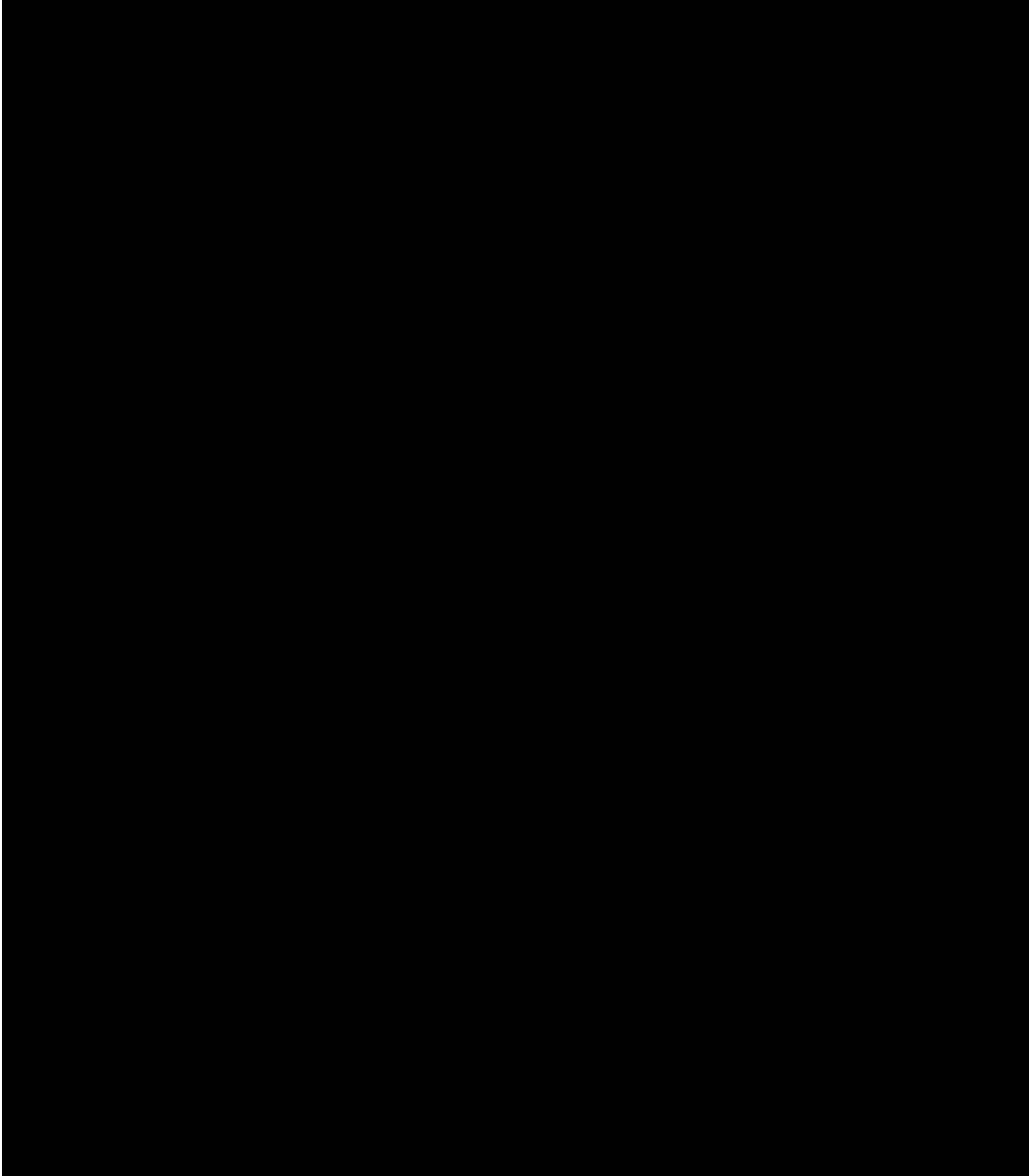
## System Functionality Overview

- 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

Center Mine Ltd  
11 Industrialna Str., International Business Center "Vassilev Plaza"  
1202 Sofia, Bulgaria  
Tel +359 2 9178 650  
Fax +359 2 9178 696  
e-mail:office@centermine.com; www.centermine.com







**Center Mine Ltd.**  
**Partner of NEMETSCHEK Bulgaria**