

Sharon Software Systems

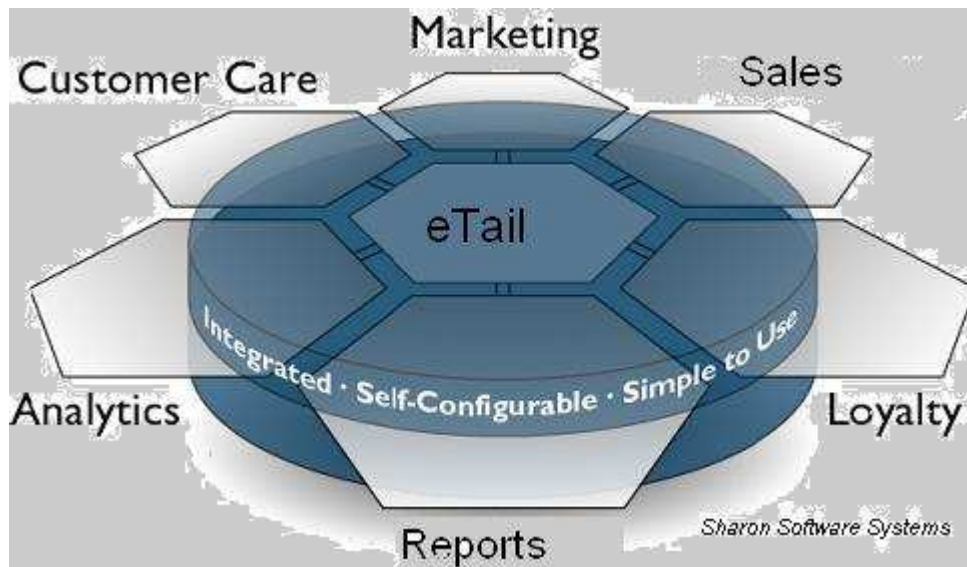
A SaaS Platform, for hosting portal with a strong eCRM.

“If you host it, they will use”

Building your online customer relationship management operation from the ground up, our team will work with your company to learn about your offline customer experience, retention and brand building strategy.

Our Services would include:

- Business Analysis
- Strategic Review of Online configuration
- Requirements Analysis
- Information Architecture
- Integration Specification
- User acceptance testing
- User experience specification
- Interface Configuration
- eCRM configuration for the offering
- Launch of Portal.



Initially our target is to customize and offer the product for the Real Estate industry

Our sample portal is hosted at <http://indiarealestventure.com/>

Our offering targets small to large customers with uniqueness provided for each business.

We would also provide customer support as an additional service.

Following are the features of eCRM

- Available as standalone and hosted
- 100% online availability of data
- Pay as you go for every user
- Customizable Reports
- Data backup facility
- Reports upload
- Interface to External Tools for reports
- Link to external DB other than MySQL
- Provide Support for Mobile access
- Customization of User Interface.
- Track Social Media inputs for a given user
- Link with Customers Intranet



The Challenge

The business and Independent Consultants processing operations are highly data-intensive. Consultants do not want their sales people to spend time in feeding information to the different CRM systems for every customer interaction they have. It should be handy and be easily accessible. Most of the *Out of Box CRM* doesn't address the functions of the business or address the functionality required for vertical markets. Either they are too expensive or you have to spend a lot to customize them. Sales team often faces the problems to utilize the CRM because of the interrelated functionality and hence results in a low ROI because of under Utilization.

The Offering

Our offered eCRM is part of our Saas suite with many strengths. It's on Linux / Microsoft platform and uses PHP as the programming language and MySQL as the Database and Apache as the Webserver. This helped business and Independent Consultants to automate their Sales Force and Partner Relation. The solution results in creation of an integrated and future ready platform for PRM (Partner Relationship Management) and SFA (Sales Force Automation) for companies using CRM as a Saas. The solution provides the flexibility of single sign-on, enabling users to create relations with various functions of their business operations and their management as well as addressing all the functionalities.

The Benefits

The product will enable the companies to better manage its PRM and SFA, reduce the turnaround times, increase productivity, cut capital expenses and ensure transparency besides keeping the security of data intact. The solution provided seamless integration for other collaborative services, thus bringing down the Total Cost of Ownership i.e. TCO by multifold as compared to other Legacy CRM. The ROI is very high compared to the traditional available systems.

eDataCenter

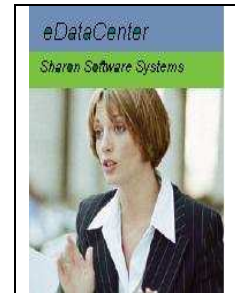
We also offer *eDataCenter* as part of the SaaS Solution!

Smaller customers can manage their backend data, online and or backup periodically.

For larger customers, with more users, there is a need for managing the data storage effectively.

Proper deployment and secure access is the need of the hour.

100% data security and availability is the key use of our *eDataCenter* solution.



The Need

Since today's distributed approach to the enterprise data center is challenged to keep up in a fast-paced business environment, a new centralized IT approach is needed. We must rethink IT service delivery to help move beyond today's operational challenges to a new data center model that is more efficient, service oriented and responsive to business needs:

- With new economics.
- Rapid service delivery.
- And one that can provide tighter alignment with business goals.

The Solution

Our vision for the new *eDataCenter* is an evolutionary model that helps reset the economics of IT and can dramatically improve operational efficiency. It also can help reduce and control rising costs and improve provisioning speed and data center security and resiliency—at any scale. It will allow you to be highly responsive to any user need. And it aligns technology and business—giving you the freedom and the tools you need to innovate—and stay ahead of the competition.

The *eDataCenter* provides you with the following steps to manage your backend data center better:

- Uncluttered daily operational challenges
- Lower of Service Delivery
- Green Approach using servers than consumer lesser energy
- Harness the latest technologies available in the hardware segment
- Seamless support
- Increasing speed and high availability of network bandwidth
- Multiple data sources RFID and mobile devices, unified communications, SOA, Web 2.0 and technologies like XML
- High availability by consolidating, optimizing and virtualizing servers (clouds) and storage