



Business and Customer Relationship Management systems

Sprinx Systems was founded in 1996 in the Czech Republic, where it became widely recognized as the premier producer and supplier of business administration systems. Today, Sprinx Systems LLC is a worldwide provider of CRM solutions and related business marketing applications. Sprinx features a powerful, web-based CRM that also includes important sales management and reporting elements that enable its users to analyze, as well as gather, critical customer data.

Our applications are developed using the very latest Microsoft® technology, providing a robust platform with the inherent advantages of 'ease of integration' and guaranteed future development. With Sprinx Systems, your IT investment will stand the test of time.

Business and Customer Relationship Management Systems

CRM (Customer Relationship Management) systems are business systems aimed at the collection, protection and maximum utilization of information about current and potential customers. Implementing a CRM system is one of the best ways of building and maintaining a long-lasting and profitable relationship with your customers. CRM will increase their loyalty, predict their future behavior, and influence this behavior in a structured manner. Consistent follow-up of customer needs and demands will substantially reduce costs and improve profitability.

Our company offers several different CRM solutions:

- Sprinx CRM
- Microsoft Dynamics CRM
- SuperOffice
- update. seven
- CRM S3

We are happy to assist you in choosing the CRM application that best meets your needs. We will make sure that the final implementation, including any customization, will represent the best solution for you. We can also provide the technological know-how to integrate the CRM system with your existing internal processes.

Main advantages

All of our products and applications are designed as open solutions, therefore they provide:

Ease of Integration

Our business systems can be easily integrated with your existing in-house systems to enable all of your current data to be fully utilized. Our systems can be used together with your accounting, HR, payroll, and sales software, in short - with all of the software that your company uses today.

Customization

Whenever the nature of your business or marketing activities requires that specific functions be included in your business system, we will strive to customize the system so that it meets your needs.

Our products and applications work within an internet browser environment. It provides for:

User-Friendly Interface

The intuitive and smart-user interface makes the learning of our applications easy. Your staff will be fully proficient in a very short time without prolonged, tiresome and expensive training.



Mobility

Access to the application can be set up from any internet or intranet point. The applications can run on a desk top, notebook, PDA or cell phone, and the only location which requires application installation is the server.

Among our Customers are the Following, Well-Known Companies:

We are probably best known for our involvement in the creation of the internet portal Atlas.cz. Our company has also built the most powerful parallel computer system in the Czech Republic. The system 'Amalka' is used by the Czech Institute of Atmospheric Physics for the European Space Agency Mercury satellite project.

For all of the systems that we offer, we provide the following services:

- Customer needs analysis and the devising of the optimum solution
- Recommendation and presentation of the most suitable product
- Development and optimization of custom-made modules
- On-site installation
- Consultations, training, and user support including our customer support call center
- We can run or host applications, including server and computer network administration, to provide security

Certificates

ISO 9001:2000

Microsoft® Gold Certified Partner with competence in:

- Advanced Infrastructure Solutions
- Business Process and Integration Solutions
- Custom Development Solutions
- Data Management Solutions
- Information Worker Productivity Solutions
- ISV/Software Solutions
- Mobility Solutions
- Networking Infrastructure Solutions National Security Office of CR had audited Sprinx Systems and awarded the security rating level - confidential.

Applications Hosting and Support

We offer a wide range of application hosting support to our customers - from assistance with day to day operational matters, to full application hosting on our servers. Our business system support includes network security and firewall management.

Custom Development

We will happily expand existing solutions to enable new services; alternatively we can develop an entire custom-made business system to meet your precise needs. In developing custom business systems, we use sophisticated methodology based on world renowned methods. These methods are supplemented by our own experience accumulated over more than ten years of providing custom-made solutions for our customers.

We offer those additional modules

Sprinx CRM Premium Pack

This expansion module adds additional features to the CRM application, including work monitoring and Call Center.

Sprinx HelpDesk

This application monitors post-sale demand for repairs, adjustments and service; their processing and case completion.

**Sprinx CTI Client**

This software integrates a phone switchboard with a client database, making the processing of phone calls faster and more effective.

Sprinx CRM Outlook Sync

This application provides automated synchronization of data between Microsoft Outlook and SprinxCRM.

Sprinx MapReport

Displays results of sales, dealer activities, marketing campaigns costs and many more directly in the map including regional metrics.

We do offer following industry solutions**Sprinx CRM Automotive**

Specialized edition of SprinxCRM for car dealers closely integrated with DMS - Dealer Management System.

Sprinx CRM Pharma

Specialized edition of SprinxCRM for the pharmaceutical industry, with implemented business representative management, order monitoring and distribution.

Sprinx CRM Call Centre

This specialized edition of Sprinx CRM helps companies to run customer infolines, and to build a customer Call Center, easily and efficiently.

Contact us:

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