



JET DOMINO SUITE – A COMPLETE CRM FOR LOTUS DOMINO

Why Lotus Domino?

IBM Lotus Notes/Domino is a Collaboration & Applications platform addressing unique features to the business market. Lotus Notes client, available on Windows, MacOS and Linux, gives users a Rich Client with strong built-in security to access natives PIM, messaging and collaboration features, as well as custom developed applications like our CRM Suite (named JET DOMINO SUITE).

In a modern business environment, a network connection is often available; however, mobile users often are often faced with situations where connection is poor or totally absent. Due to his unique replication (e.g. Synchronisation) model, Lotus Notes allows them working everywhere and anytime with full access to their personal and business data. New or modified documents, messages and data are automatically synchronised as soon as a network connection turns on.

Moreover, Lotus Domino Server include his own Web Application Server. Through his brand new "XPages" technology, developers can create powerful a interface to give access to business applications from any Internet browser, freeing up users and IT managers from the need to locally install any dedicated client software.

Some Lotus Domino features:

- Enables you to deploy applications to support a wide variety of business processes, such as customer relationship management, marketing, product development, human resources, supply chain management, and more.
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- Automates approval-driven processes through built-in workflow and messaging engine available to applications.
- Offers flexibility and choice in supported hardware platforms, operating systems, directories, and client devices.
- Provides industry-leading security features to help safeguard business-critical information.
- Optimizes the use of supporting resources such as CPU, network bandwidth, disk storage, servers, and floor space.
- Minimizes administration needs through automated installations, policies, and monitoring.
- Maximizes server availability with advanced clustering, transaction logging, server fault recovery, and automated diagnostic tools.

More informations on IBM Lotus Domino at: www-01.ibm.com/software/lotus/products/domino/

JET Domino Suite

A complete CRM application focused on the Pre-sales, offer, order, purchase cycle.

Through Lotus Notes client or its brand new Web "XPages" interface, provides users with a full set of features to manage and share their daily activities, wether at office or on the move.

JET tools allow users to easily store every document and every useful information about relationship with existing or prospective customers, thus building without any extra effort a complete knowledge base; an extremely useful tool when carrying on further activities against a customer or when approaching new customers.

Verifying what has been discussed at last meeting, or last offer content and further follow-up activities is made easy by JET CRM, as well as planning next tasks to carry on a business opportunity. Everyone in charge with them will be aware about any relevant information.

Tags and search keys are associated to each note, to speed up searches and report/analysis activities. A Full-Text search feature is available to allow users to locate documents searching its contents. Includes built-in security features to give fine control on user's access rights to enterprise information from database level down to single document or even single field. Every note, document or activity is automatically stored and shared among users, following the security model established by authorized administrators.

Provides capabilities for integration with almost any external business process, like ERP, Production or Administration Management. We provide two-ways synchronization features over a wide range of external databases including MS SQL, Oracle, Microsoft Navision and other standard or proprietaries solutions.

Picture 1: Jet main view – Lotus Notes Client

Pre-Sales Activity

Pre-sales activities are focused on the Customer and his relationship history. From the main view, the user has a full view over the timeline starting from latest documents, down to the beginning of the relationship.

Dedicated views, automatically sort and filter documents to easily find required informations.

Documents are sorted or grouped following their typology:

- DocNotes and DocOpenWord: letters, fax, notes, general purpose documents
- E-mail
- Reports
- Activities
- Offers
- Opportunities

Through these different forms, users can compose and store any kind of document, from letters and fax to quotations and offers.

The Activity form is available to assign yourself or other users tasks to be done. Assigned activities automatically link to user's personal agenda and tasks list, smoothly integrating enterprise data with Lotus Notes built-in

Personal Information Management features. Through the Report form, you can store and notify users about activities carried on like meetings with customers, phone calls, visits, presentations...

The Offer form is a self explaining one; users can pick products from multiple price lists or add them on the flow writing a description in plain text or rich text. Items being organized in paragraphs and printed out to a form of choice. Any document can be printed out to virtually any kind of paper form, or to PDF, and sent via email, fax or ordinary mail.

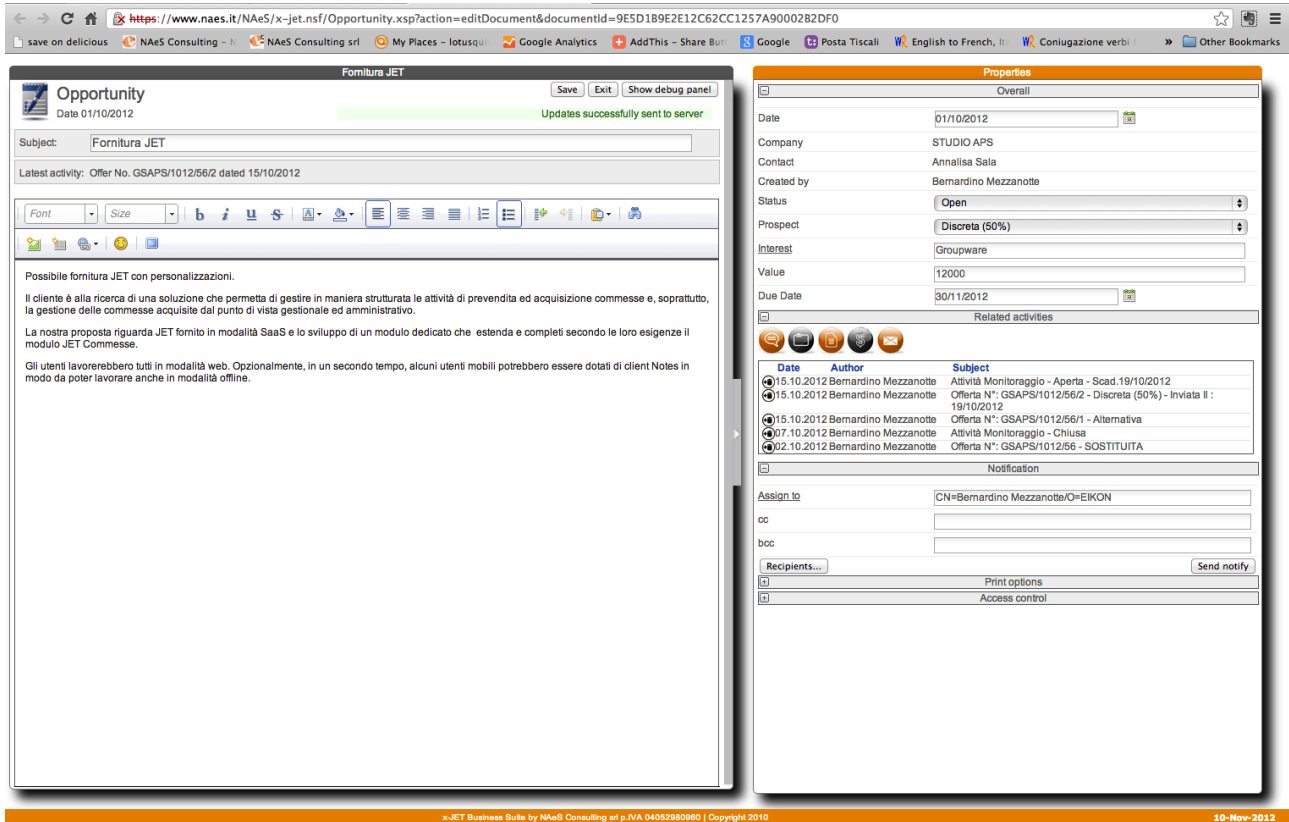
Last but not least, Opportunities are the best resource to track pre-sales activities and new business.

They are containers to store and track any activity and document concerning a new business opportunity, from the first contact to the end, through messages, tasks, visits, offers and so on. Including offer follow-up, which is a special type of Task dedicated to schedule activities concerning taking care of open offers.

Mass Mailing

A dedicated module is available to manage sending mass-mailing messages and newsletters to existing or

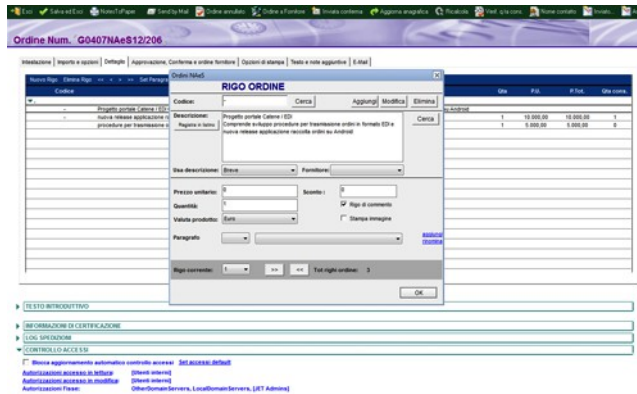
prospective customers, picking them from JET Database or automatically filtering recipients using tags, categories and other search key values assigned to company records; like interests, scope of activities, region, area, etc. It supports multiple output formats like HTML or PDF, addressin any possible requirement. Mass-mailing messages are automatically sent via e-mail or fax, or are being printed out for traditional mail.



Picture 2: The Opportunity form, web access

Sales & Purchase

Those two modules are available as a plug-in to manage customers or purchase orders and tracking delivery. Both of them include capabilities to send or even synchronize data with external software like administrative tools, invoicing, stock or production managers.



Sales Orders are automatically filled from offers, or drawn up from scratch picking products from JET Catalogue. Owner can choose from multiple price lists and apply discount on a global or per item base.

Printing and sending orders can be subject to a simple approval cycle.

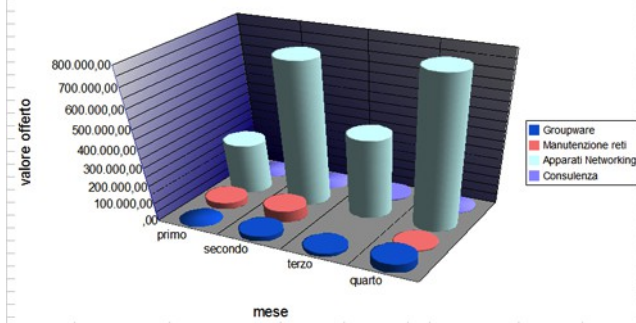
Purchase Orders rely on this workflow as well, while automatic filling comes from Sales Orders.

Through connectors, order content is being sent to external software with any relevant information for invoicing or production and stock management.

A powerful set of reporting tools gives authorized users a mean to obtain analytics informations about orders' trend, budget, forecast on a per customer, zone or agent basis. Both with tabular or graphics output.



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51.162,40	8.246,40	798.617,55	5.200,00		863.226,35
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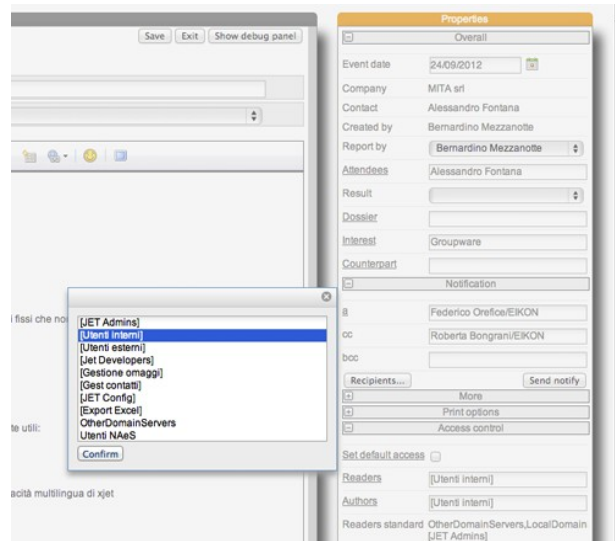
Security, scalability, accessibility

All these three critical features are addressed through the strengths of the Lotus Domino Platform.

From the database level down to the single documents, JET Domino Suite gives administrators full control to users' access rights. The Database ACL List controls which user can access an application. View and Document level security controls give control to who can read, modify or delete sets of documents or even a single document using Roles, Groups or User's Name.

Administrators can establish automatic criteria to control document level security and/or give users rights to control who can view or modify documents on which they have ownerships.

Scalability is among top features of Lotus Domino. A single server can easily support from very small to large enterprises, up to thousands of users. When deploying to multiple offices around the world, administrators are free to choose among centralized or distributed environment, relying on Domino replication capabilities.



Domino itself is well known for his reliability and robustness; moreover, his clustering capabilities can easily deliver a typical 99,9% uptime.

Small and Medium companies can buy licenses on a per user model, where Domino server license is free of charge, significantly reducing the TOC.

Interested? Find out more...

For more informations about us and our solutions, send an email to info@naes.it or contact us at +39 02 45487263

About Us

We are experts at mobilizing workforces, with experience in developing and deploying Lotus Domino, web & mobile working solutions. Our customers range from local businesses to large multinationals, across the public and private sectors.