



## SageCRM Offline Synchronization

A comprehensive CRM feature enables organizations to ensure their sales, marketing, and customer care professionals have fast, up-to-date access to critical data—regardless of where these employees are located. SageCRM offers the functionality for mobile users to work offline and later synchronize with the central server, using the SageCRM Offline Synchronization (SOLO) feature.

The SageCRM Offline Synchronization solution enables users to work anytime, anywhere regardless of connectivity. Offline Synchronization is also cost-effective since users can install it directly from SageCRM and no additional software is required. The SageCRM Offline Synchronization feature installs the system on a user's laptop together with a selected portion of the business data available to the user online. A user can add and edit data even when they are offline. Client data is then updated whenever synchronization takes place.

By providing a seamless experience with remote information, Offline Synchronization enables users to easily access and manage tasks, activities, relationships, and accounts wherever and whenever. This functionality can positively impact the performance and profitability of your organization by simplifying access to information and increasing user adoption rates—a major stumbling block for all CRM applications, and one which SageCRM effectively addresses.

### BENEFITS

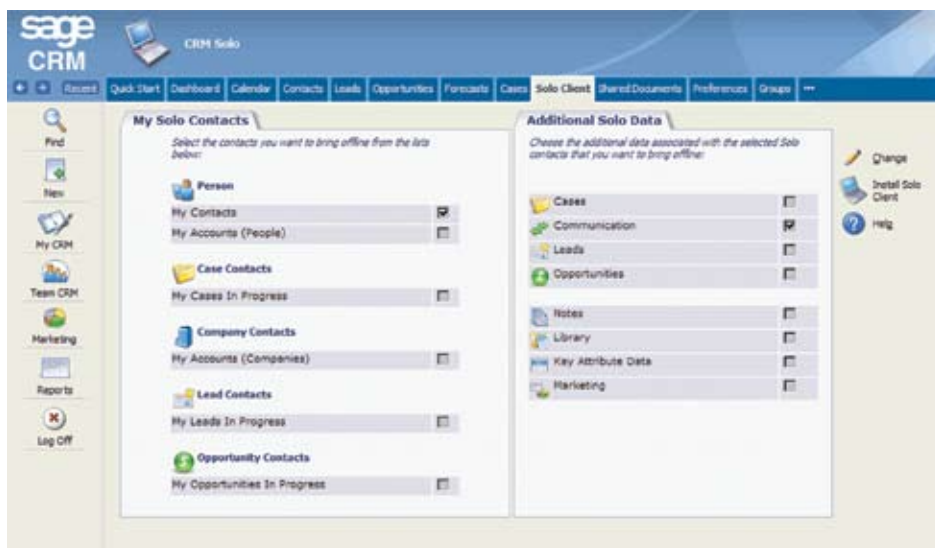
Provides SageCRM users with access to critical data—anytime, anywhere

Improves field sales productivity by enabling staff to view reports, update contacts and sales opportunities, qualify leads, and more

Enables users to work offline and later synchronize with the central CRM system

Increases the levels of usage of SageCRM in the organization

Reduces costs by eliminating the need to purchase additional mobility solutions for SageCRM



◀ SageCRM Offline Synchronization enables users to transfer a selected portion of the business data for use offline. Data is then updated throughout the system whenever synchronization takes place.

### About SageCRM

SageCRM is an easy-to-use, fast-to-deploy, feature-rich Customer Relationship Management solution with out-of-the-box but configurable business process automation. Access methods include both hosted and deployed models through a Web browser.

## FEATURES

<b>Remote Access</b>	With the SageCRM Offline Synchronization feature users can access critical data and work anytime, anywhere. Sales, Marketing and Customer Care professionals have fast, up-to-date access to critical data regardless of their location, increasing their productivity and efficiency levels.
<b>Working Offline</b>	SageCRM Offline Synchronization enables users to work offline and later synchronizes with the central CRM system. Users have the ability to catalogue information when it is convenient to them, regardless of Internet connectivity.
<b>Return On Investment</b>	Using SageCRM's Offline Synchronization feature increases the usability of the SageCRM product and maximizes an employee time. Users can install SageCRM Offline Synchronization directly from SageCRM. Increasing the levels of usage of SageCRM in organizations reduces the total cost of ownership of the solution. In addition, the ability for users to maximize their time by working when traveling increases their productivity and performance rates. Eliminating the requirement for additional software reduces costs.
<b>Access to and Organization of Information</b>	With SageCRM Offline Synchronization users have access to important account contact and history information, activities and appointments via the same interface as when online. Users have access to critical data anytime, anywhere enabling them to provide optimal service to customers. A full range of functions are accessible, enabling staff to view reports, update contacts and sales opportunities, qualify leads, and manage tasks and calendars, improving field sales productivity.

## ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

