

EXTENSION MODULES

FOR
MICROSOFT DYNAMICS®
CRM v3.0

Brookstone Technologies has released a range of Extension Modules to extend and enhance Microsoft Dynamics CRM v3.0.

Based on the Multi-Award-Winning *BrookstoneVirtualOffice™ (BVO)* and designed to have the same "look and feel" as Microsoft CRM, the first modules to be released include:

- Projects and Timesheets Management
- Customer Care (Workflow enabled Help Desk or Complaints Management)
- Policies & Procedures (ISO9000 compliant)
- Human Resources Management

CUSTOMER BENEFITS

- Identical look & feel as Microsoft CRM
- Integrates with Microsoft CRM Databases
- Incorporates Microsoft CRM workflow
- Integrates with Microsoft CRM customization facilities



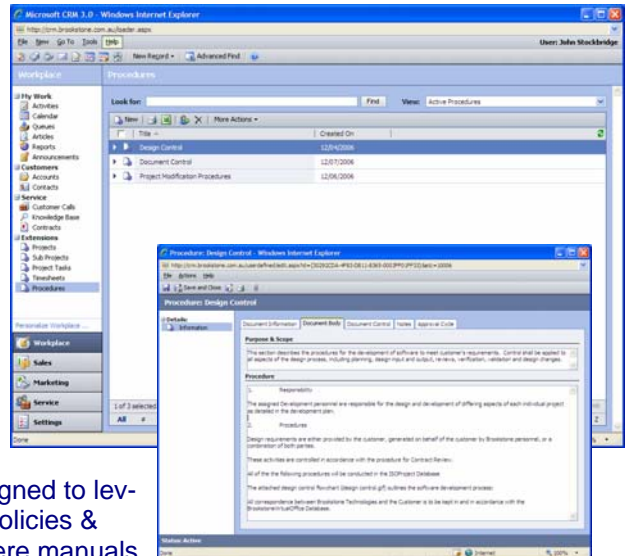
Positive Additions To Microsoft Dynamics CRM

Brookstone Technologies' Extension Modules for Microsoft Dynamics CRM are user-friendly systems designed to improve the way you do business. They are completely integrated with standard Microsoft CRM V3.0, with the same look and feel with which your users are already familiar. And with extensive workflow and user-design capabilities in each module, your users are empowered with an intuitive, simple-to-learn, easy-to-use knowledge management environment.

Policies & Procedures (ISO 9000 - Sarbanes Oxley Compliant)

Take just about all of the "paper pushing" for maintaining your ISO Quality System and make it electronic, with full traceability. Save time and money with an electronic database system, replacing all those filing cabinets. The Policies & Procedures Module is designed to be extremely user- and auditor-friendly. So not only is it easy for you to organize your company's ISO and SOX requirements, but it is also easy for auditors to find what they need quickly and painlessly.

As with all Dynamics CRM extension modules, the Policies & Procedures Module delivers rapid "time to value". It is an enterprise-wide policies and procedures management system designed to leverage the power of Microsoft CRM. Policies & Procedures is a central repository where manuals can be maintained electronically. Action requests and internal audits are accommodated, and only those employees who are required to read a particular document are emailed a link to it.



Main Features

Policies & Procedures manages the major ISO and quality control requirements for you - Document Control, Corrective Actions, Preventive Actions, Nonconforming Products, and Training Record Management. Along with a comprehensive reporting model, Policies & Procedures can completely streamline your Quality Management System, thus reducing the labor it takes to maintain your ISO 9000 and other quality accreditations.

Brookstone Technologies designed the Policies & Procedures Module to be an integral part of Microsoft Dynamics CRM—it is as flexible as possible, yet enables strict controls over the publishing and ongoing management of corporate documentation.





MAIN FEATURES

- Create and control company procedures manuals and quality documentation
- Manage and track internal audits and action requests
- Store and manage template documents and management reports
- Designed as a custom entity for Microsoft Dynamics CRM v3.0
- Fully customizable
- Customizable document approval workflow
- Nominate committees or individuals as part of the approval process
- Users can view "My Personal Reading" and "My Action Requests"
- Identify individuals or teams required to read any document
- Full audit trail on who has read individual documents
- Empower staff with a single, mobile point of information entry and access, workflow and collaboration
- Intuitive to use, with the same look & feel as Microsoft CRM—rewards are swift and time-to-value is short
- Customizable reports utilizing Microsoft Reporting Services

Improve the Way You Do Business

Keep everyone involved by configuring Policies & Procedures so that it automatically emails users as different events occur—documents to be read, ISO actions assigned, ISO action due date reminders, approval processes, etc.

Policies & Procedures keeps full copies of your company's electronic forms (Word documents, Excel Spreadsheets, Adobe PDFs, etc.) in the CRM database structure. Policies & Procedures controls your revision numbers and tracks all document requests and approvals. It also tracks your obsolete documents and forms. Everything is stored in one central document and form repository—you no longer need a filing cabinet to store reams of hard copy documents

Policies & Procedures tracks all of your corrective actions, preventive actions, and non-conforming products. You can assign items to responsible parties, reject or verify them, and view reports on them at all levels. You can also send out email alerts the whole way through the process.

Achieve maximum value from your investment in Dynamics CRM: Extend and enhance Dynamics CRM with a completely customizable, powerful suite of web-based tools to effectively integrate the processes that make your business profitable...managing people, time, costs, and customers in a secure, scalable, affordable, and user-friendly solution.

Founded in Australia in 1987, Brookstone Technologies is an award-winning leader in the development of collaborative business software. The *Brookstone VirtualOffice*[™] is a comprehensive, integrated and modular suite of business knowledge management applications designed to improve the way you do business. Brookstone Technologies is proudly represented by a global network of value-added resellers and distributors. Please contact us for more information:

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