

# EXTENSION MODULES

FOR  
MICROSOFT DYNAMICS®  
CRM v3.0

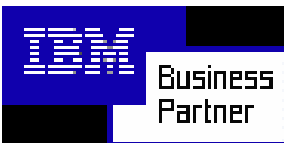
Brookstone Technologies has released a range of Extension Modules to extend and enhance Microsoft Dynamics CRM v3.0.

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



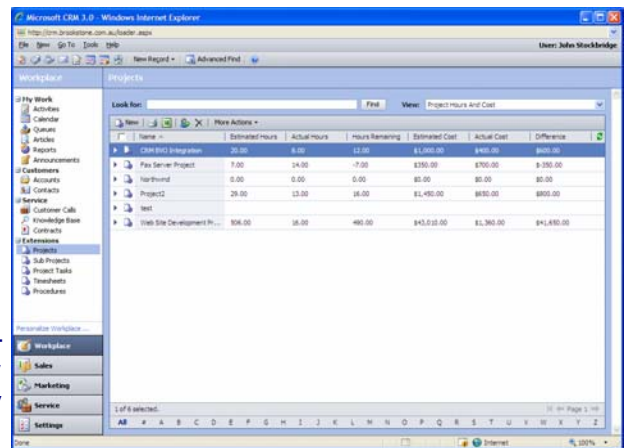
## Positive Additions To Microsoft Dynamics CRM

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.

## Projects and Timesheet Management

Correct management of Projects and the recording of Timesheets is an integral part of your business. To this end, Brookstone Technologies designed the Projects and Timesheets Management Extension Module ("Projects") to be flexible, comprehensive in its capabilities, and completely integrated with CRM.

As with all Dynamics CRM extension modules, the Projects Module delivers rapid "time to value". It is an enterprise-wide timekeeping system designed to leverage the power of Microsoft CRM. Projects are fully customizable to allow you to establish a Time Framework with multiple levels, and users are presented with only the information they require to complete their timekeeping tasks.



## Main Features

The process of recording time is quick and simple: Users create Timesheets, and the time recorded for that day so far is displayed. The Timesheet can then be saved as a draft and submitted for approval.

Once Timesheets have been approved, the Projects, Sub-Projects, and Tasks that they belong to are updated with the relevant times. Approved Timesheets are then available for reporting. A single Project can have a master Project record, with as many Sub-Projects as required, while each Sub-Project can have as many Tasks as necessary.

In keeping with native CRM activities tracking, Tasks can be created on their own without the need for a Sub-Project or Project. This enables the tracking and recording of smaller, one-off jobs.





## MAIN FEATURES

- Provides complete time and costing control of projects and employees' timesheets
- Support for multiple Project levels including Sub-Projects and Tasks
- Unique workflow capabilities include automatic notification if Tasks or Projects reach a pre-defined Hours or Cost level
- Designed as a custom entity for Microsoft Dynamics CRM v3.0
- Fully customizable
- Complete overtime recording and accrual
- Assign individual time entries to Projects, Sub-Projects, and Tasks
- View time recorded by Approver, Status, Worker, Client, Project, Department
- 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

Projects and Timesheet Management is designed for business. It allows you to manage an unlimited number of projects, each with an individual structure and management style. Moreover, it offers a high level of flexibility when managing users, each of whom may have different access rights to different projects.

Utilizing Projects and Timesheet Management frees you from tedious updating of archaic systems. Automatic updates provide real-time information on every resource in every project to eliminate surprise project over-runs—your clients are professionally informed of actuals versus budgets well in advance of deadlines.

Projects and Timesheet Management redefines project management by seamlessly integrating data from Microsoft Dynamics CRM v3.0 and making it available to everyone who touches projects – from the proposal stage all the way through final billing. Projects and Timesheet Management gives you the ability to manage virtually any type of project or process, from customer activation through to service delivery and ongoing customer support.

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.

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Founded in Australia in 1987, Brookstone Technologies is an award-winning leader in the development of collaborative business software. The *Brookstone VirtualOffice*<sup>™</sup> 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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