



Surebridge CRM Online



Surebridge™
Always There.

Solutions | Services | Partners | Industries | Customers

ERP. CRM. eBusiness.

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Fast. Easy. Affordable!

CRM Online by Surebridge is the fastest, easiest and most affordable way to use Microsoft Business Solutions CRM. Instantly access all the power of Microsoft CRM anytime, anywhere over the Web. For a fraction of the cost of doing it yourself, CRM Online is the worry-free way to deploy CRM. Leave the technology to Surebridge.

CRM Online Benefits

- Reduce capital expenditure
- Reduce total cost of ownership
- Increase speed of deployment
- Accelerate time to benefit
- Minimize implementation risk
- Access to current Microsoft technology
- Add users easily
- Unburden internal IT resources
- Anytime, anywhere reliable access
- Achieve faster return on investment
- Predictable expense management

CRM Online Features

- Availability as quickly as same day
- Low, predictable monthly fee
- Turnkey technology management
- Security management
- Data center technical support
- Built on Microsoft .NET platform
- Integrated, third-party applications
- Customization capabilities

Fast and Easy Access

Accessible from any Web connection and Microsoft® Outlook, CRM Online is easy to use, customize and administer. It offers a flexible, scalable architecture that integrates with Microsoft Office, Microsoft Business Solutions, and third-party applications. You can easily add users as your business needs change. There is no hardware or server software to install and maintain, ensuring fast deployment and worry-free maintenance. Immediate access enables your business to realize a faster return on your CRM investment. Just plug into an Internet connection and go.

Affordable, Predictable Costs

With CRM Online, you no longer have to worry about installing, managing and upgrading software and servers – and all the ongoing costs that go with them. Available at a low, predictable monthly fee, CRM Online eliminates the need for large capital outlays and unpredictable IT expenses. Simple pricing makes it easy to budget and affordable for businesses of every size.

Achieve CRM Success

CRM Online minimizes the risk of implementation failures. Instead of worrying about poorly configured or under-performing hardware and operating systems, you can focus on achieving CRM success and getting the benefits of the software – without the technical burden.

Simple Online User Administration

Simplified user provisioning and account management allows for complete and secure account control by non-technical managers or administrators. Your CRM Online administrator can automate and simplify both the setup and ongoing management of user privileges and roles. A new user can be added to both CRM Online and Microsoft Exchange in a few clicks. Surebridge's turnkey technology management lets you focus on your business.

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E-Mail Integration

Automated tracking of customer e-mails associated with customer records and sales activities. CRM Online enables:

- Send & receive e-mail from within Microsoft CRM to track all customer and service activity
- Integration with on-premises Exchange systems
- Hosted corporate messaging available at an additional cost

Customization Capabilities

With Microsoft .NET technologies, enhance existing functionality, build customized vertical solutions, create integrations with third-party applications, and extend the solution to other Web services. CRM Online provides:

- Support for custom vertical solutions through platform APIs and SDK
- Support for API-based integrations via SOAP/HTTPS from remote custom client applications
- Console access to the Microsoft CRM server to perform administrative and customization activities (CRM Online Premium required)
- Customized business processes with Workflow Manager and Workflow Monitor (CRM Online Premium required)
- Ability to leverage and integrate with MS Office file formats (CRM Online Premium required)

Application Integration

Seamless and customizable integration with productivity and enterprise applications. CRM Online provides:

- Support for data migrations using Scribe Migrate
- Dedicated application server allows for installation of third party or custom software
- Microsoft BizTalk Server for complex integration needs
- Access to Microsoft CRM Web Services enabled API via SOAP
- Integration with Microsoft Business Solutions products hosted by Surebridge (CRM Online Premium required)

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Administration

Portal-based Web services for maintaining applications and the systems that run them.

CRM Online provides:

- Single user logon
 - Microsoft CRM
 - Microsoft Exchange
 - Microsoft Windows
 - Microsoft SQL Server
 - ERP, Reporting and analysis
- Single point of administration
 - User creation, Application control, permission control
- Security
 - Role-based security, granular application security, easily maintained

Service Overview

CRM Online delivers all the benefits of hosting without compromising on flexibility or functionality. With CRM Online, all responsibility for installing, managing, and maintaining Microsoft CRM is provided by Surebridge, a Microsoft Gold Certified Application Hosting Partner. All you need is an Internet connection to start using Microsoft CRM. CRM Online is available in two Editions –CRM Online and CRM Online Premium:

- Stand-alone or bundled pricing with Microsoft CRM available
- Stand-alone pricing: \$99 monthly fee per user (does not include Microsoft CRM license)
- Bundled pricing including Microsoft CRM license: starts at \$122 monthly fee per user
- \$695 one-time set up fee
- 10 user minimum (additional fees may apply for CRM Online Premium deployments below 30 users)
- Functional through Web browser (CRM Online) and Web browser and Outlook online (CRM Online Premium)
- Application support provided by Microsoft Business Solutions
- Same-day availability (same-week availability for CRM Online Premium)
- Automated user administration
- Single user sign-on
- Microsoft Certified services for:
 - Security & Monitoring
 - Back-up & Restore
 - Disaster Recovery
 - Platform Upgrades

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About Surebridge

Surebridge, the leading provider of outsourced enterprise application solutions for middle market companies, delivers brand name application choice and affordable strategy, implementation and outsourcing services. Surebridge's complete portfolio comprises ERP, CRM, eBusiness integration and productivity applications, driving efficiencies into business processes and adding value to customers, partners, shareholders and employees alike. Its full-service offerings include software selection based on business need, rapid and precise application deployment, upgrade services, secure hosting, application management and continuous business improvement solutions. By providing outsourced business-critical enterprise-level applications, Surebridge provides tremendous cost savings to its customers. In addition, Surebridge's offerings are enhanced with a constant eye toward value through high-touch customer service. Surebridge offers vertical expertise in the manufacturing/distribution, financial services, healthcare/pharmaceutical, services, publishing/media & communications, and public sector industries. The company was founded in 1997 and is headquartered in Lexington, Mass. For more information, please visit www.surebridge.com or call **781-372-3222**.

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