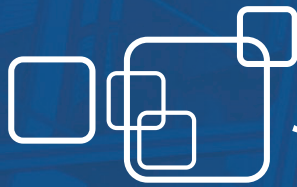


# GoldMine®

Enterprise Edition



Software...the way *YOU* want it

**Microsoft®**  
GOLD CERTIFIED  
Partner

Over 1.7 million seats sold...50% of the FORTUNE 500®  
76% of the FTSE 100...More than 80 vertical markets in over 40 countries

## Introducing GoldMine Enterprise Edition 6.3.1

GoldMine® Enterprise Edition 6.3.1 is the latest Customer Relationship Management release from FrontRange Solutions® and the award-winning GoldMine® product line. GoldMine Enterprise Edition (GMEE) offers a complete, modular approach that helps Sales, Marketing and Service organizations reduce costs, drive revenue and improve overall customer interactions. GMEE is designed with innovative technology for greater configurability and flexibility. These features, along with an inclusive dashboard and analytics platform, provide easy access to customer information with improved workforce efficiency. GoldMine Enterprise Edition is built with interaction management capabilities that leverage the latest integration technology. Interaction Management pulls together all disparate pieces in order to create a winning solution, allowing firms to be more responsive to their customers' needs, capturing more new customers and deriving increased revenue from existing customers, all while driving down the costs. This combination of innovative technology and proven industry best practices creates an unprecedented solution that enhances your business, the way you want to run it.

### Key features in GMEE 6.3.1

GoldMine Enterprise Edition 6.3.1 provides several new benefits to both new and existing customers. New features provided in GMEE 6.3.1 include advanced customer service features, such as a self-service module that enables external clients to submit, track and view case information directly with the core customer service and support teams, enhanced CRM analytics with over a dozen new dashboards built for more in-depth CRM business metrics, and an entirely new My Dashboards component that shows vital information to the user when they log into GMEE. Other product developments include more robust partner relationship management support, improvements to the security and territory models, as well as additional compatibility updates to the latest Microsoft technologies. These are only a few of the GMEE 6.3.1 capabilities that help enable your business to leverage technology, people and processes- and quantify the results- right away.

### Contact and Account Management:

GoldMine® Enterprise Edition captures account, contact and prospect data, all in one repository. A central customer data master helps automate customer interaction business processes across all divisions since the data is all in one, central location. Users can access the entire history of a contact and track pending activities to be fully prepared for the next interaction with a customer. Data cleansing tools are available to help clean up existing data and remove the possibility of new data corruption. Integrate customer and contact interactions with commonly used contact management tools, or existing third

party customer sources for greater efficiency. Improve sales team effectiveness by sharing calendars and customer data. Use the powerful searching and filtering tools for quick access to customer information.

### Opportunity and Forecast Management:

Close more sales by creating and distributing an extensible Sales Methodology for one consistent sales business process. GoldMine® Enterprise Edition allows managers to automatically assign Opportunities via territories, products or an extensible business rule. Sales agents can actively work on their pipeline, either individually or with the help of their sales team, from instantiation throughout the completion of the entire sales cycle. Follow a methodology, in which the application can help guide users to schedule follow-up tasks, track customer interactions, or suggest information to help the close of sale. Refine your sales process through sales analytics that show you what factors lead to won and lost sales.

Contact and Account Management

Outlook Integration

Campaign Management

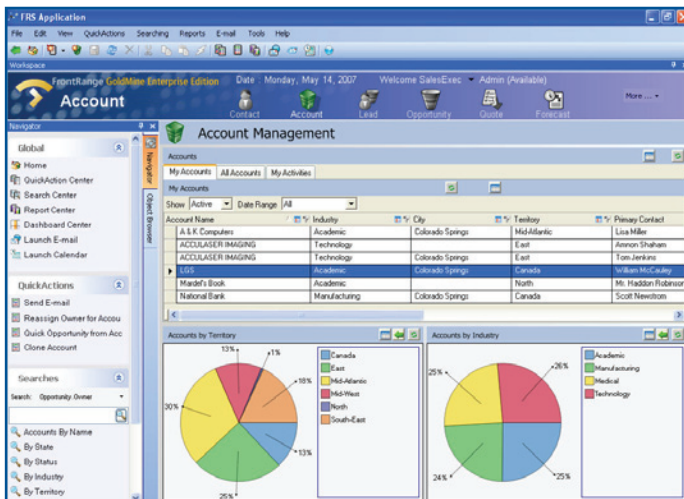
Anytime

Customer Support

Opportunity and Forecast Management

Lead Management

Dashboard and Analytical Reporting



Both Account and Contact level management

GoldMine® Enterprise Edition provides sales managers a comprehensive tool to manage their subordinates forecast. Upon forecast submission, sales managers can ensure accuracy and reliability by following the companies best forecast business process, either out of the box, or via extensible business rules. Forecast management enables sales organization of any size to clearly examine the health of their business in real time in order to increase revenue and decrease costs.

### Quoting:

The Quote management tool is integrated within the GoldMine® sales business process. The system allows users to create manual quotes, or quotes can be automatically generated from the information previously captured in an opportunity, thus guaranteeing consistency on customer information, products and pricing. A flexible approval process ensures that each quote is consistent and contains the correct pricing and product sets. GoldMine® Enterprise Edition helps quotes be delivered faster and without mistakes so customers can receive their orders on time and with as little human interaction as necessary.

### Campaign Management:

Perform data segmentation in order to create groups, or lists of prospects for your organization to target. Use GoldMine® campaign management features to create marketing campaigns for your customer facing agents to initiate and generate leads. Marketing tools allow companies to track marketing budgets, launch campaigns, maintain campaign content and track the sales generated from each campaign. Goldmine marketing features help ensure the quality of marketing activities, customer interactions and increase the likelihood of cross selling activities.

Account Management

Integrated Architecture

anywhere access

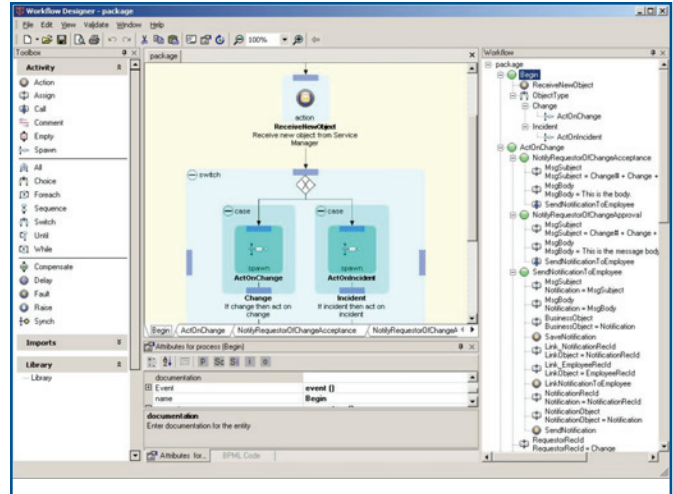
Quoting

Management

Business process automation

### Lead Management:

Manage leads for accounts, contacts and prospects using GoldMine® Enterprise Edition. Automatically assign sales leads to the right sales agent based on a set of configurable business rules. The application allows you to clearly define rules that will optimize lead routing and lead ranking for more efficient results. Users will be notified of leads for quick action or re-assignment if necessary. Enterprise Edition's lead management system helps distribute leads in real time using extensible business logic so your users can manage and track leads for greater revenue generation.



Use the powerful Workflow Editor to easily automate business processes.

### Customer Support:

GoldMine® Enterprise Edition helps companies increase their level of customer support with a variety of useful features. Enhance productivity by streamlining support best practices and through accessing a knowledge base full of information using the customer support module. Allow customer service agents to improve customer satisfaction and decrease costs by providing real-time, consistent answers to their customer base through a variety of access points, including e-Mail, telephone and web access, and by giving them access into the complete customer case history. The customer support module is a perfect fit to help round out the customer relationship management capabilities of GoldMine® Enterprise Edition.



Proactively manage your opportunities and pipeline



## Dashboard and Analytical Reporting:

GoldMine® Enterprise Edition contains a robust dashboard feature set. Dashboards can be viewed within any business object and the foundation technology allows users or administrators to define their dashboard look and feel and extensible dataset rules. Reports can be configured, created and viewed within the GoldMine® Enterprise Edition report center to fit your specific business needs. These reports help maintain consistency across the organization allow management to view the health of the company, and help the user understand the shape of their individual performance.

## Business process automation:

GoldMine® Enterprise Edition supports out of the box business processes, in addition to your customized business process needs. The application includes a standards-based business process automation engine that provides real-time alerts and event-driven rules processes. Using the business process manager tool, companies can streamline the application to fit their specific business methodology in order to simplify the end to end sales progression, and limit the number of systems a user needs to handle. As with any GoldMine® extension, these rules can be configured and defined for a set of users, or the entire organization.

## Integrated Architecture:

Because FrontRange Customer Relationship Management applications share a common architectural platform with other FrontRange products, it has a range of technical functionality and flexibility. The GoldMine® Enterprise Edition foundation provides sales and IT managers the ability to extend, configure and integrate application features and functionality. The GoldMine® Enterprise Edition application can be extended to capture all your business needs, configured for any divisional desires, and integrated to third party systems via web services. An extensible architecture allows you to integrate FrontRange CRM with your existing applications and databases. This approach provides you with a 'holistic view' of all activities and interactions regardless of where that data is located in the organization. The Foundation is a powerful tool that allows business to follow their best practices, while saving money on the bottom line.

## Microsoft Outlook Integration:

GoldMine® Enterprise Edition integrates with typically used business tools, such as Microsoft Outlook. Using the familiarity of these existing business tools, and the power of the GoldMine® Enterprise Edition feature set, daily users can perform the greatest of tasks with ease. Outlook Integration helps users view, create and update daily business activities within an environment they feel comfortable using. Contact histories, including email exchanges and activities, are stored within the historic information of each contact in GoldMine®. This important contact information is not lost when the user leaves the company since Outlook information is integrated with the customer master of GoldMine®.

## Anytime, anywhere access:

Rich client and Web client compatibility ensures access from any location. This approach reduces deployment and upgrading costs and allows users to choose the client that matches available bandwidth.

## GoldMine System Requirements

### Server Requirements

- Microsoft Windows Server® 2003 R2 x64 or x86 (32 bit)
- 1 GB of RAM, 2 GB or more depending on size of the database
- 2.0 GHz or faster CPU (Intel or AMD)
- Microsoft Windows Server® 2008 R2 x64 or x86 (32 bit)
- 2 GB of RAM, 3 GB or more depending on size of the database
- 3.0 GHz or faster CPU (Intel or AMD)
- Microsoft® SQL Server™ 2005 or SQL Server 2008
- Oracle 10g or 11g
- 250 MB of available hard drive space (1 GB or more recommended)

### Shared Workstation Requirements

- Microsoft Windows® XP
- 1 GB of RAM
- 1.5 GHz or faster CPU (Intel or AMD)
- Microsoft Windows Vista™, or Microsoft Windows 7
- 2 GB of RAM
- 3.0 GHz or faster CPU (Intel or AMD)
- 250 MB of available hard drive space (500 MB or more recommended)
- Microsoft .NET Framework, version 3.5 SP1
- Microsoft Office 2003 or Microsoft Office 2007
- And One of the following browsers:
- Microsoft Internet Explorer 7.0
- Microsoft Internet Explorer 8.0 (currently-available version)
- Firefox 2.0 (Windows or Macintosh)

Call **1.800.443.5457** to speak to a FrontRange representative today, and discover the benefits of GoldMine.

[www.frontrange.com](http://www.frontrange.com)

