



WinMan Customer Portal

Web enabled real time account management

Overview

WinMan Customer Portal is a web portal into your WinMan system. It allows your customers to access and manage their account details on-line. Communications are improved and thus administration overhead is reduced.

Benefits

Customer Service

Presenting real-time accurate information on quotations, orders, shipments, invoices, cash and queries can only lead to increased customer service levels. Moreover, customers can print their own documents and answer their own questions, leaving more time for customer services staff to focus on more pro-active duties.

Customers have the ability to raise queries direct to your WinMan system. These may be general account queries, complaints, request for material returns or any other related query.

Accuracy

As the information on the portal is a real-time representation of the information held in your WinMan system, it is completely up to date and accurate. As customers can edit their own contact information and preferences, this too ensures that contact details are accurately maintained.

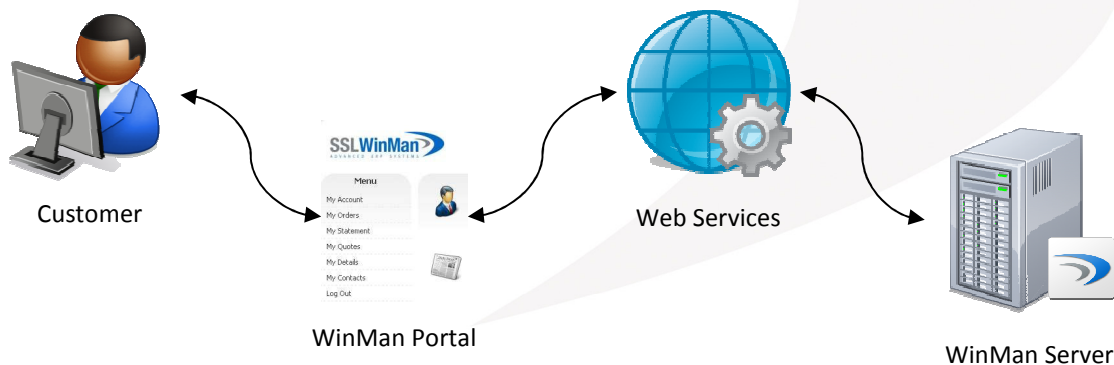
Security

With password protection and highly secure Web Services, WinMan Web Portal ensures no unauthorised access to your data. Web Services acts as a barrier between your WinMan system and the Portal, allowing only authorised data through. Modern encryption algorithms are employed to further ensure the security of your data.

It goes without saying that your customers will only have access to their data. Portal administrators can determine access privileges for other users and define which items they are permitted to access.

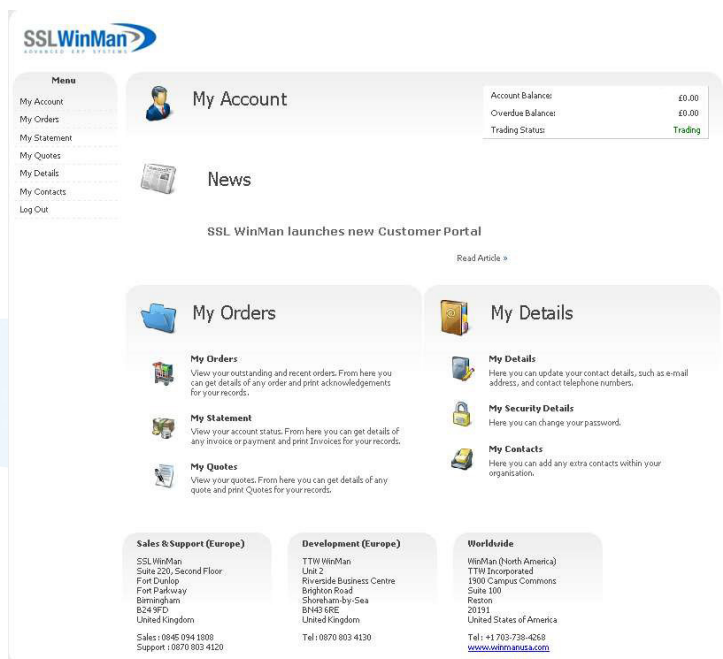


Allow customer service staff to focus on business development, rather than answering queries



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The clear user interface allows for ease of use by the customer. Simple effective navigation means little, if any training is required.



Features

- News items. Publish your own news items to keep your customers up to date with new products, services, awards etc.
- Review orders and quotations.
- Review invoices and payments.
- Print invoices, statements, quotes, acknowledgements etc.
- Maintain company details.
- Maintain contact information.
- Customisable to provide your own corporate image on the Portal.
- Customer Queries. Customers can report queries directly via the Portal. These can be general account queries, complaints, requests for material return or any other type of query. These queries are delivered straight into your CRM inbox for immediate review and, of course, full integration with all other related areas of the system is standard.



Secure Web Services allows your customers worldwide direct access to WinMan data

System Requirements

WinMan Customer Portal is available for use with WinMan Version 7. If you are not yet on Version 7, please contact us for details.

Hosting

WinMan Customer Portal can be hosted by yourselves, through your own Web Hosting service or we can host it for you. We use high availability managed servers to ensure maximum uptime and reliability.

Contacts

For more information, a demonstration or to order the WinMan Customer Portal please contact:

Also available

WinMan also has a Supplier Portal and full Web shopping facilities. We will also soon be releasing a Salesman Portal. Please contact us for further information.

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