A NEW WEB INTERFACE FOR BASIC CONTACT MANAGEMENT AND MOBILE ACCESS AND A FULL WINDOWS CLIENT FOR POWER USERS, ADMINISTRATOR, AND COMPANY FEATURES.

SIMPLE
All in one CRM for contact management, sales, marketing, and customer service:

- Powerful Windows Client and Mobile access
- Install yourself or use certified consultants for custom needs
- Works with other products you use like MS Office and Constant Contact
- Add-Ons to include specialized functionality
- Free online training videos

AFFORDABLE
Same product, two deployment choices - Cloud or Own It:

Own it (one-time purchase):

- Lowest cost over over time
- Shared licenses allows all employees access

Or Choose...

Cloud Subscription (monthly billing):

- Less infrastructure cost
- Great for start ups and organizations without a server

PROVEN
We were pioneers in CRM and have been CRM experts for over 25 years.

- Over 2 million licenses shipped
- In use at small and large companies of all industry types
- Worldwide network of affordable partners to help you set up or customize

North America: 1-800-443-5457
Mexico and Latin America: 1-408-601-2783
UK, Europe, Middle East, Africa, S. Africa:
+44 (0)1344 407003
APAC: +61-2-8080-3300

WWW.GOLDMINE.COM
GoldMine® CRM Key Capabilities
The following capabilities are included in GoldMine Premium Edition.

FOR SALES & MARKETING
- Use filtering to prepare segmented lists – create groups of contacts for easy access
- Download Constant Contact campaign stats and individual responses to your emails (requires a constant Contact account)
- Import leads from your website
- Assign to sales rep by territory using Automated Processes
- Create simple sales forecasts
- Use Opportunities to manage more complex sales
- Use Campaign Manager to import leads files and assign follow ups
- Literature fulfillment center to ship brochures, samples, catalogs
- Built-in telescripts to train your team

FOR CUSTOMER SERVICE
- Automate your customer service team with Case Management to track post sale interactions
- Link to contact so there is a record of all interactions that can be seen by sales and support teams
- Assign follow up tasks
- Use dashboard to get reports on cases
- Use included Knowledge Base to find answers to common questions

FOR MANAGERS
- See your teams scheduled and completed activities
- Track quotas and progress
- Use over 200 included reports for common information
- Use industry standard tools like SQL reporting services or popular add-ons
- Create integrated quotes with industry leading add-on QuoteWerks
- Set security read/write/audit by field and for user groups
- Automated processes for work flow

ADVANCED FEATURES
- Audit trails of user changes including logging of key field changes
- Integrate to other applications to view customer information from websites and local database applications
- Import and export tools
- Add-on integrations for QuickBooks and Addon software ERP
- Advanced field level synchronization to provide offline access remotely

FROM THE PUBLISHER
- Annual Support for software updates and technical support by telephone, email, and self-service portal
- Product add-ons for quoting, reporting, finance and more
- Over 250 free training videos
- GoldMine Community to interact with other users and experts
- Fee based training options
- A worldwide network of CRM experts that sell and service GoldMine
- Works with latest version of Windows, iOS and Android

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