

Exact Product: Exact Synergy

= exact

And it all comes together.

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Exact Synergy is a powerful web-based solution that enables you to integrate, manage, control and improve the way all your people work together to add value across your business.

Exact Synergy drives your business based on the concept of integrated workflows, documents and projects. Its powerful workflow and document engine brings clarity, structure and collaboration to the business of doing business.

Exact Synergy for Structure:

Workflow:

Workflow is one of the key drivers behind Exact Synergy. Workflow unites functions, departments and people around any number of "request types" – calls for action, such as an email from a customer or a sales lead from marketing. Synergy links these request types to the corresponding resources, projects, assets and documents so that all operations are interrelated and traceable. Depending on the request type, tasks appear automatically in the relevant person's workflow "inbox." A task can require documentation, collaboration or deadlines, and can be defined to follow a particular route until it has been processed. A task is only considered complete when it has been signed off by the responsible individual. Progress can be viewed and reviewed at any time, and you can create alarms. The end result is a linked business process that fosters a new level of teamwork with clear responsibilities, reduced IT costs, and the benefits of having access to trustworthy information anywhere, anytime.

Document Management:

- Exact Synergy also supports innovative document management techniques like document tagging – key wording – for fast, accurate searching and retrieval of a specific document.
- Personal alerts for documents related to a project or customer can be established. This enables you to stay on top of every development whenever a document is updated, a new document added, or any other change is made.
- Exact Synergy's document management functions enable you to set permissions for creating, viewing and editing documents. This allows for example project members to share information securely, knowing that this will stay within the team.
- Full integration with Microsoft Office.

Technology

OS: .Net

Presentation: GUI

Hardware Platform: Any

Language:

Installed Customers

1 5 10 20 50 75 100 150 200 300 500 1000 2000 3000

Customer Base

1 5 10 20 50 75 100 150 200 300 500 1000 2000 3000

Release Information

Current version number: v.241

Release date of current version: June 2009

Expected release date of next upgrade: Not Available

Projects:

Exact Synergy supports the creation and running of projects. This ensures everything related to that project – documents, emails, to do lists, activities and more – is bundled together in one place. This helps project teams stay organized and focused on the objective.

Exact Synergy for CRM:

Exact Synergy's common database and shared workflows place everything in the open for all involved to see, check, contribute to and share. Sales histories, documents, correspondence and every other aspect of a customer are connected to one customer file containing address details and contact details, with further links to Google Maps and profiles in LinkedIn and other social networking sites.

- Use workflow to manage customer service inquiries, requests for information, the sales cycle, visits, etc.
- Create, send and manage online and email marketing campaigns; handle customer responses via automated workflows.
- Use workflow to streamline and control the handling of complaints that involve multiple people and teams; provide all with clarity to easily track its progress.
- Get automatic follow-up notifications on key customer-related events.

Exact Synergy for Finance:

Exact Synergy helps finance and accounting to streamline its processes and enhance efficiency. The result is better insight into the bigger picture and total control of the details.

- Use workflow to manage the month-end closing process, accounts receivables and credit collections.
- Store all finance-related documents such as scans of bank statements, spreadsheets, correspondence or emails.
- Benefit from standard project and task management tools to control the compliance management process.
- Share policies and automate procedures.
- Benefit from standard multilingual and multi-currency capabilities.

Exact Synergy has been designed to improve business performance right out of the box. The result is clarity, structure and collaboration in one.