

# ACCPAC<sup>®</sup> CRM



# EMPOWER EMPLOYEES...

ACCPAC CRM™ is a comprehensive, award-winning, wireless and Internet-based solution that provides enterprise-wide access to vital customer, partner and prospect information – anytime, anywhere.

At a time when acquiring and retaining customers is more crucial than ever, building customer satisfaction and loyalty is critical to your success. Regardless of how, when or where your customers, partners and prospects choose to interact with your company, your ability to successfully manage these relationships gives you a decisive advantage in markets crowded with fierce competition.

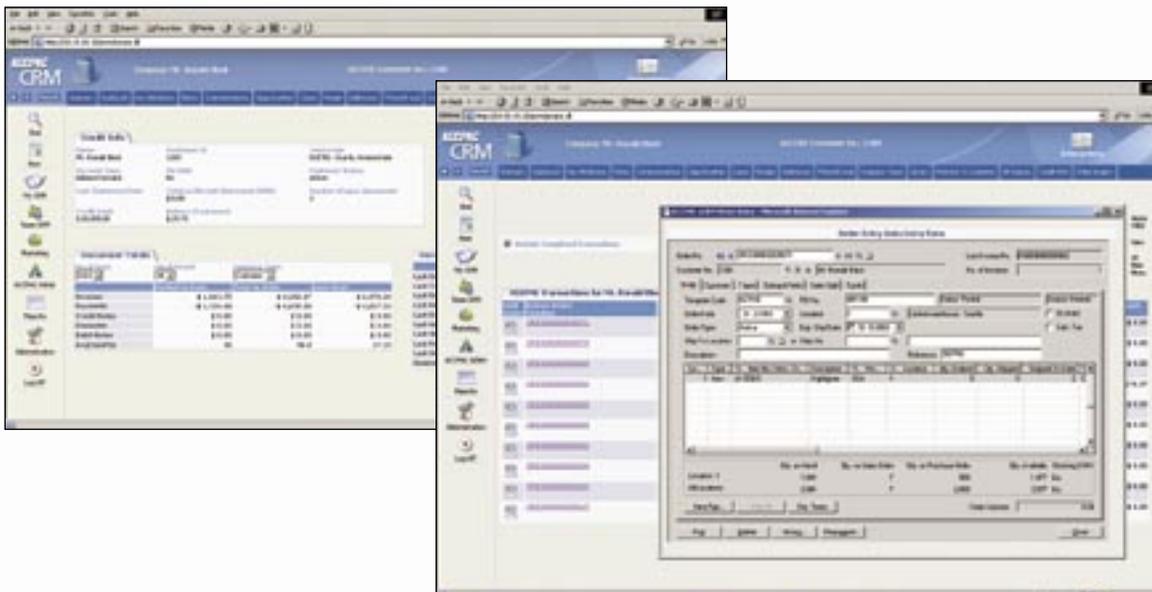
An effective CRM solution leverages technology to foster better business practices, facilitates effortless information exchange and enables you to analyze, manage and synchronize sales, marketing and customer care across all points of contact. Add real-time access via your personal computer, PDA, Tablet PC or Smart phone ... and you've got ACCPAC CRM.

## BUILT TO PERFORM

Unlike competitive CRM solutions, we've taken a no-compromise approach to ensure that ACCPAC CRM is a true Web and Wireless based solution. As a result, all you need is a single installation at a central location to support your entire organization, increase productivity and reduce administration costs.

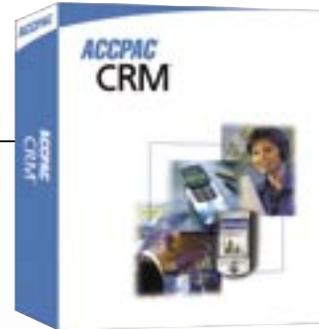
ACCPAC CRM gives you the ability to extend functionality and integrate to other systems using open Internet standards and tools including HTML, Javascript and Active Server Pages, and provides SQL, COM, XML and SOAP-based Web Services interfaces.

Take a closer look at ACCPAC CRM and what you'll find is an easy-to-use, robust architecture that is great to work with, makes perfect technical and business sense, and provides cost-effective results for your company.



With real-time, bi-directional information flow, ACCPAC CRM offers instant integration between your front-office and back-office systems.

# SATISFY CUSTOMERS



- Sales Force Automation
- Marketing Automation
- Customer Service
- Call Center Support

## FREEDOM TO CHOOSE

ACCPAC CRM comes in multiple editions and is rapidly deployable at your place of business or as a hosted application at [www.ACCPACcrm.com](http://www.ACCPACcrm.com). As your company grows, ACCPAC CRM grows with it through scalable pricing and packaging. ACCPAC CRM provides your company with an award-winning product that fits your needs today and in the future, even if your business changes.

ACCPAC CRM is available in three editions for in-house deployment – Small Business, Corporate and Enterprise – providing affordable value-based pricing no matter the size of your organization. It comes ready to install and use right out-of-the-box, is rapidly deployable and easily integrates with your back-office accounting solution – saving you time and implementation costs.

For companies that only need sales force automation, ACCPAC CRM SalesTeam is the perfect answer, providing a robust and cost-effective sales force automation solution. Built on the same underlying technology and architecture used for ACCPAC CRM, ACCPAC CRM SalesTeam is also available in three editions (Small Business, Corporate and Enterprise). And when you're ready, upgrading to ACCPAC CRM is simple – no hardware or database upgrades are required!

Companies who want to get up and running without the need to establish or maintain their own infrastructure can take advantage of the benefits of a fully hosted CRM solution at [www.ACCPACcrm.com](http://www.ACCPACcrm.com). When you choose [www.ACCPACcrm.com](http://www.ACCPACcrm.com), you get secure, dependable access to the latest technology – for a fraction of what it would cost to purchase hardware and software, and implement and maintain a network infrastructure. Both ACCPAC CRM and ACCPAC CRM SalesTeam are available as hosted applications through [www.ACCPACcrm.com](http://www.ACCPACcrm.com).



**ACCPAC**  
**CRM.com**

DEPLOYED IN-HOUSE			
	Small Business Edition	Corporate Edition	Enterprise Edition
ACCPAC CRM			
<i>Sales force automation, marketing automation and customer care</i>	up to 20 users	up to 50 users	unlimited users
ACCPAC CRM SalesTeam			
<i>Sales force automation only</i>	up to 20 users	up to 50 users	unlimited users
HOSTED AT ACCPACcrm.com			
			ACCPACcrm.com
ACCPACcrm.com Enterprise			
<i>Sales force automation, marketing automation and customer care</i>			unlimited users
ACCPACcrm.com SalesTeam			
<i>Sales force automation only</i>			unlimited users

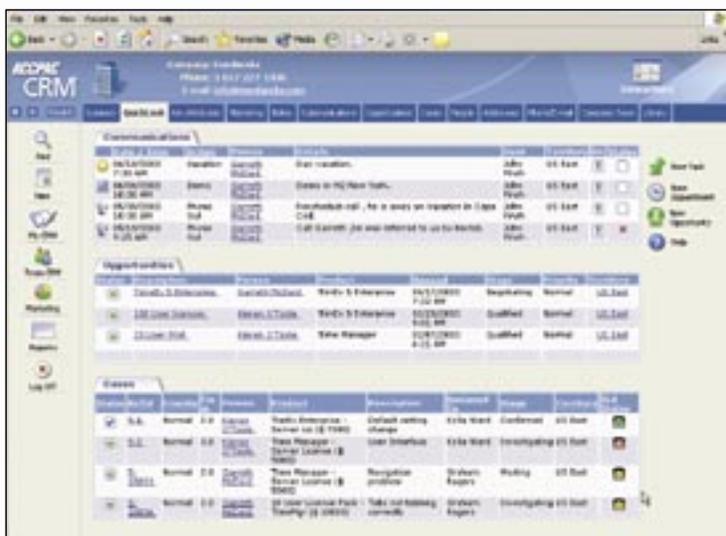
# ONE SOLUTION...

ACCPAC CRM provides your Marketing, Sales and Customer Service teams with the tools they need to find new customers and close more sales faster – at a lower cost – while building lasting, more profitable relationships across your sales channels.

ACCPAC CRM offers the advanced functionality needed for effective sales force automation, marketing, customer care and call center support across industries, all accessible through a Web browser or wireless handheld device. With ACCPAC CRM, key personnel have easy access to common, client-focused information, enabling them to better manage your business.

## SALES FORCE AUTOMATION

From first contact to order fulfillment and delivery, ACCPAC CRM Sales Force Automation maintains a single source of information that can be shared across the enterprise. Fully customizable with Workflow, Opportunity Management, Sales Cycle analysis, Forecasting and easy to use reporting features, ACCPAC CRM enables you to truly understand and respond to your prospects and customers – all the time.



ACCPAC CRM QuickLook gives you an instant view into customer communications, sales opportunities and cases based on the information you need most.

## MARKETING AUTOMATION

ACCPAC CRM Marketing Automation helps you maximize revenue opportunities and ROI by enabling you to respond quickly to your customers through cost-effective, highly personalized and targeted marketing programs. It's easy to develop, target, implement, manage and analyze campaigns with ACCPAC CRM. ACCPAC CRM automates the process from concept to lead distribution, and every step in between, cutting costs and improving the effectiveness of your marketing initiatives.

## CUSTOMER CARE

ACCPAC CRM Customer Care provides complete workflow, incident tracking, case management and service status to help you create a reliable Knowledge Base for better customer service. Your Knowledge Base can be built through traditional channels such as phone and e-mail or via Web Self Service, allowing customers to enter, resolve and track their own service requests. You can access complete case histories at the touch of a button, speed resolution, and keep your customers loyal and happy.

# MULTIPLE INTERACTION POINTS

ACCPAC CRM supports multiple interaction points and provides a comprehensive and personalized view of your customers, partners and prospects – seizing business opportunities anywhere, anytime.

## WEB AND WIRELESS ACCESS

Using a standard Web browser you can access the full functionality of ACCPAC CRM anywhere – in your office or on the road. And for those times when a desktop browser isn't handy, you can access the system with your cell phone or wireless PDA. ACCPAC CRM also provides full support for mobile users even when they are not connected to a network, allowing them to work offline and later synchronize with the central server.

## DOCUMENT LIBRARY

The ACCPAC CRM Document Library provides a central repository for key files, allowing enterprise-wide access anytime. ACCPAC CRM allows you to store white papers, FAQs, marketing materials, letters, thank-you notes, quotes, pricing – whatever your team needs – in the Document Library for immediate access to support resources. The drag-and-drop feature allows you to insert documents from anywhere in your Microsoft® Windows® system directly into a client's record. For example, you can automatically log a communication with a customer and place the document in the library where it is accessible across your enterprise.

## COMPUTER TELEPHONY INTEGRATION

ACCPAC CRM combines a fully-integrated CRM solution with interactive inbound and outbound telephony automation. When a customer calls in, automatic screen “pop-up” functionality provides key customer information, enabling you to quickly access a complete customer history. Integration to a telephony enabled network allows users to simply click phone numbers on the screen for fast auto-dialing. ACCPAC CRM integrates all standard third-party telephony software, leveraging existing automation such as call escalation, routing, call queuing and reporting functionality.

## WEB SELF-SERVICE

ACCPAC CRM Web Self Service allows customers to access information or request services and support over the Web whenever they want. Customers can receive information based on their preferences, requests and history through customized customer and partner portals, which provide a single point of contact for information about your products and company. With ACCPAC CRM, you can also allow your channel partners access to shared workflow, lead-tracking, inquiries, invoicing, customer information and more.



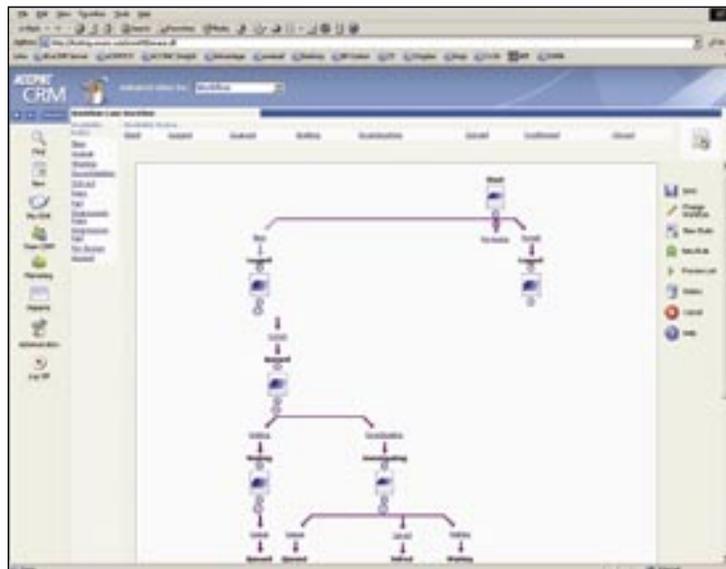
**With ACCPAC CRM, your field staff has instant access to the information they need most. All they need is a smart phone, PDA or computer with Internet access. It's that simple!**

# REAL BUSINESS BENEFITS

**ACCPAC CRM is designed to deliver significant business benefits by ensuring customer satisfaction and organizational efficiency, reducing deployment time and administrative costs, and maximizing performance and profitability.**

ACCPAC CRM integrates industry-leading technology and the advanced features you need to deliver superior customer service at all levels. With ACCPAC CRM, you can be assured your company, customers, partners and prospects benefit from our industry-leading CRM solutions – today and tomorrow.

Built on non-proprietary open technologies, ACCPAC CRM has a proven, built-in ability to adapt to a wide range of business applications, including financials, human resources, ERP, supply chain management and document management, among others. Furthermore, ACCPAC CRM offers seamless, out-of-the-box integration to industry-leading ACCPAC business management applications – and ACCPAC CRM also interoperates with competitive products.



**Powerful, workflow capabilities allow you to automate, monitor and alert your staff of critical action items. From support case escalation issues to sales opportunity management, ACCPAC CRM ensures effective customer relationship management throughout your enterprise.**

## THIN-CLIENT ARCHITECTURE

ACCPAC CRM is Web-based and built on true thin-client technology, providing rapid deployment, efficiency, speed and cost effectiveness. ACCPAC CRM is a pure “server-side” deployment, eliminating the need for difficult-to-manage and costly client installations, configurations, upgrades, customizations and the costs associated with them. Furthermore, ACCPAC CRM Web pages and graphics files are considerably more compact than standard Web pages, allowing faster downloads even over slow connections. With ACCPAC CRM, a Web browser and Internet access is all that you need to access your entire CRM solution.

## AUTOMATED WORKFLOW

With ACCPAC CRM automated workflow, you can integrate business rules across all channels, departments and employees. To help assess and design workflow, ACCPAC CRM provides graphical views of the process and its development patterns. In combination with e-mail integration, ACCPAC CRM ensures that actions requiring attention or escalation are automatically routed to the appropriate employees or partners. ACCPAC CRM creates confidence among employees flowing leads to sales personnel and cases to support personnel automatically.

## INSTANT INTEGRATION

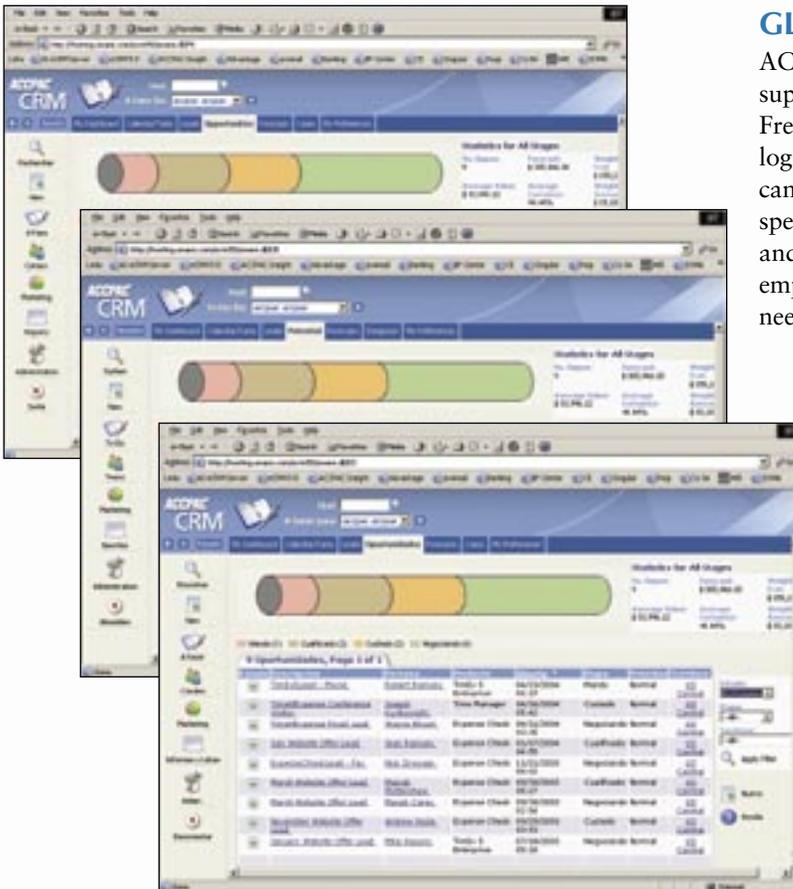
ACCPAC CRM is built to integrate with the technologies that you choose to run your business, without dictating your technology choices. ACCPAC CRM provides out-of-the-box, instant bi-directional integration with ACCPAC accounting solutions, like nothing else available today, so that CRM users always have real-time access to the most up-to-date information. And, if you're using other accounting or legacy systems, ACCPAC CRM has the built-in ability to integrate with virtually any database or system.

## TRUE CUSTOMIZABILITY

ACCPAC CRM provides customization tools that allow businesses to rapidly modify all aspects of the system. ACCPAC CRM's open architecture greatly reduces development and maintenance costs and allows seamless integration with other mission-critical applications across your enterprise. With easy-to-use onscreen tools, managers and administrators can create and modify fields, screens, tabs, tables, views, scripts, workflow and security settings on the fly. ACCPAC CRM customization functionality makes user-specific modifications to interfaces and data quick and easy, ensuring that ACCPAC CRM can be easily adapted to your business requirements.

## GLOBAL BUSINESS

ACCPAC CRM provides multicurrency and multilingual support from a single code base for English (U.S. and U.K.), French, German, Spanish, Dutch and Japanese, making it a logical choice for businesses around the world. Additionally, you can easily modify these language sets to incorporate "company specific" terminology. The single server installation, Web browser and wireless handheld access provided by ACCPAC CRM allow employees, partners and customers to view the information they need any time, from anywhere in the world.



ACCPAC CRM fully supports global business with advanced multicurrency and multilingual capabilities.

# SALES FORCE AUTOMATION

ACCPAC CRM delivers the leading-edge technology necessary to enable your sales teams and partner channels to access critical real-time sales information whenever and wherever they need it.

What factors influence why customers purchase your goods and services? And who are your most profitable clients? Being able to answer these questions help set companies apart and gives them the competitive edge. To succeed, you must have complete control over your sales processes and resources, and the right tools to effectively manage, forecast and report through all phases of the sales cycle. ACCPAC CRM delivers on all fronts.

## SALES FORECASTING

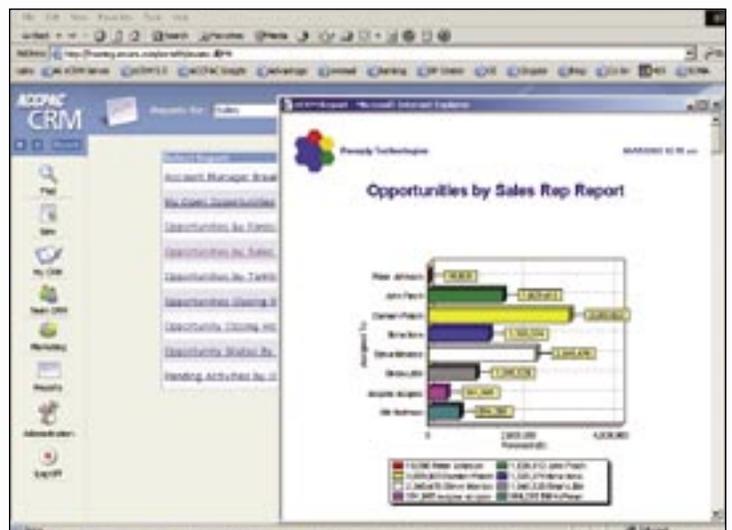
ACCPAC CRM includes Sales Forecasting as a standard feature, allowing sales users to provide forecasts and historical reports to their managers on an as needed basis. Forecasts roll up throughout the organization and managers have the ability to add their own assessments to the forecasts of their direct reports.

## ACCOUNT AND ACTIVITY MANAGEMENT

ACCPAC CRM provides you with the tools to manage and analyze all current and historical account details – enabling your sales team to easily identify and recruit new clients, and resell to existing ones. Easily manage multiple accounts and opportunities, and automatically distribute leads to sales professionals around the world. Sophisticated workflow features provide automated sales processes to guide salespeople through proven selling methods. ACCPAC CRM also can easily be configured to automatically trigger literature fulfillment, follow-up appointments, callbacks, daily tasks and much more!

## SALES CYCLE MANAGEMENT

ACCPAC CRM provides a snapshot of the sales cycle from first contact to final sale, allowing sales teams to effectively analyze and manage the sales pipeline. As a result, you're able to assign a probability of closing the sale at each stage of your business sales cycle; and by defining each stage, sales staff and management are provided real-time rolling forecasts and pipeline analysis. Detailed reporting assures time and energy are spent on the deals most likely to close. With ACCPAC CRM, you can automate the escalation and reassignment of communications and tasks at any stage of the process, ensuring that the employee most qualified to handle the situation addresses your clients' needs. By providing detailed information at every stage of the sales cycle, ACCPAC CRM is designed to get the right information to the right people, right away.



With ACCPAC CRM Sales Force Automation, you'll always have instant access to real-time sales opportunity analysis.

## TIME MANAGEMENT

ACCPAC CRM will have a positive impact on time management and business performance. Onscreen reminder notifications alert users about pending tasks while filter and sort options allow users to manipulate onscreen data to their individual preferences enabling efficient delivery of information. In addition, filter and sort options allow users to manipulate onscreen data to their individual preferences allowing for efficient delivery of information.

## SALES FORCE MOBILIZATION

Keeping mobile sales professionals connected and “in the know” has been one of the greatest challenges for companies. With ACCPAC CRM, your team has on-the-spot access to the resources they need to close every sale. While traveling, salespeople can access all aspects of the CRM system from their PDAs, WAP-enabled cellular phones, laptops or other mobile devices. And when they're online, the Web client provides a real-time link to ACCPAC CRM data, providing up-to-the-second information about your customers and business.



**With ACCPAC CRM, your field staff will have full featured access to real-time information.**

## SOLO SERVER

ACCPAC CRM Solo allows users to exploit the benefits of CRM even when they are offline. Easily set up and maintained from within ACCPAC CRM, the Solo utility provides full support for mobile users, including synchronization of laptop computers with data from the central database at the office or via the Internet.

## GRAPHICAL ANALYSIS AND REPORTING

ACCPAC CRM provides point-and-click reporting and graphs that allow sales teams to access data for on-the-spot analysis and decision-making. With ACCPAC CRM, you'll always have the real-time information you need. Start by evaluating new leads, quoted clients, demographics and potential deals in the pipeline, then analyze your sales efforts and use that knowledge to refine your strategy.

Graphical forecasting and reporting features allow you to filter data any way you choose. Use system default reports or easily create new reports with a reporting wizard that walks you through the process, prompting you to select the data you would like to see and where you would like to see it. ACCPAC CRM lets you analyze trends and evaluate historical data to see what's working and adjust what's not.

# MARKETING AUTOMATION

ACCPAC CRM Marketing provides you with a complete solution to better manage your marketing efforts and make sound decisions based on what your customers and prospects want and how they respond.

In an era where competitors and consumers have virtually unlimited choices regarding how, where and when they will do business, your challenge is not just to find new customers – it's to understand and retain your current customers. With ACCPAC CRM Marketing, you can target the right customer at the right time, eliminate guesswork and put your company's marketing resources to their best use!

## CAMPAIGN MANAGEMENT

Building lasting and more profitable customer relationships means identifying, executing and replicating effective marketing initiatives across all your sales channels. With ACCPAC CRM, marketing teams can analyze unlimited demographic information with customer-specific direct marketing campaigns. Assign, schedule and track marketing activities within a campaign – and view every detail of each campaign at a glance.

## E-MAIL MANAGEMENT

ACCPAC CRM makes it easy to distribute mass e-mail, providing the ability to send HTML e-mail, create e-mail templates and send attachments to bulk e-mail messages. The actual communication is stored in each client's communication history, ensuring that employees can easily look up the specific e-mail message when clients call or write about a particular campaign.

## LIST MANAGEMENT

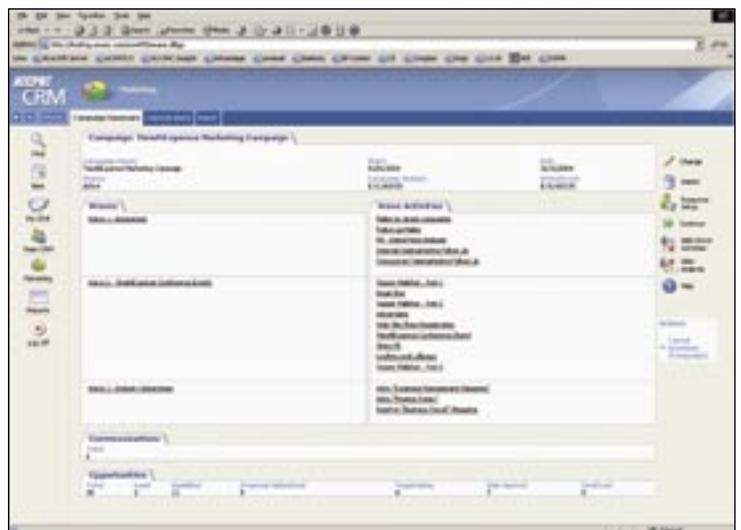
ACCPAC CRM provides the tools for marketing teams to easily create new target lists from selected criteria, re-use successful campaign lists or import mail-house lists. An integrated mail-merge function allows you to merge documents with target-customer lists. Once these lists are created, ACCPAC CRM Marketing automatically creates a record in the customer account, attaching the marketing piece to the account for later viewing by sales, marketing and customer service staff.

## KEY ATTRIBUTE PROFILING

ACCPAC CRM Key Attribute Profiling enables users to build up a detailed profile of your customers and prospects over the course of the relationship. These key attributes can be stored, reported on and used as a basis for future marketing activities. Key attributes are user-defined, and easily track the date and call-to-action for a campaign, and provide real-time budget/cost analysis for every level of your marketing effort.

## OUTBOUND CALL MANAGEMENT

With ACCPAC CRM, outbound calls are easily integrated into any marketing campaign. It's simple to set up target lists, and calls are dynamically allocated so they can be scheduled as CRM users become available. The system even allows users to schedule follow-up calls at times convenient for prospects or customers.

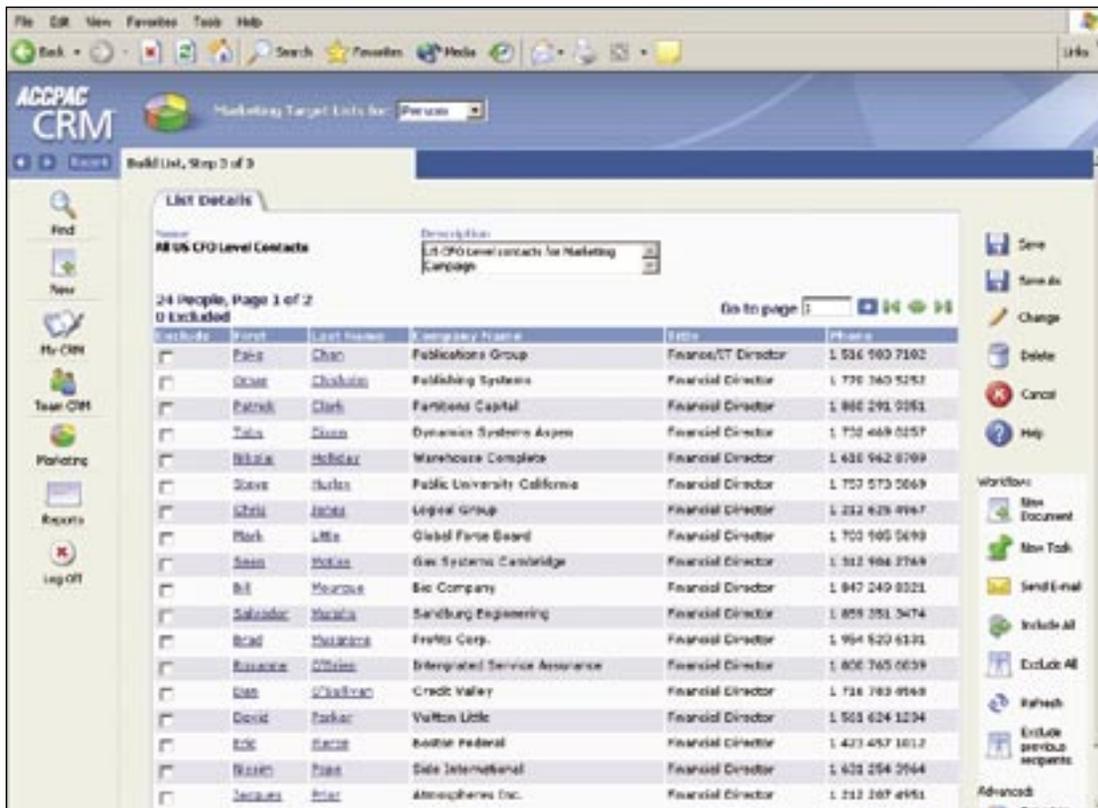


With ACCPAC CRM, you can track every phase of your marketing campaigns and provide meaningful analysis. From lead tracking to win/loss analysis to complete campaign budget management, ACCPAC CRM does it all!

## MARKETING EVALUATION TOOLS

With ACCPAC CRM, view your campaign status any time and evaluate return on investment (ROI). Analyze marketing campaigns by lead source or evaluate other important campaign details by using sophisticated tools and reports. ACCPAC CRM not only tracks response rates, it also lets you match sales revenues to specific campaigns, providing immediate cost vs. sales analysis data.

ACCPAC CRM allows you to analyze and modify campaigns, ensuring improved return results, quality responses and increased sales opportunities. Drill down to specific activities within a campaign including communications, opportunities, responses, budget, actual cost and the target prospects. Determine what your customers and prospects want and retain that information to assure that future marketing campaigns are more effective. Eliminate the guesswork in your marketing and put your company's marketing resources to their best use!



The screenshot displays the ACCPAC CRM interface. At the top, there is a navigation bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this is a search bar and a 'Marketing Target Lists' dropdown menu. The main content area is titled 'Build List, Step 3 of 3' and shows 'LIST DETAILS' for a list named 'All US CFO Level Contacts'. The list contains 24 people, with 0 excluded. The table below lists the contacts with columns for 'Exclude', 'First', 'Last Name', 'Company Name', 'Title', and 'Phone'.

Exclude	First	Last Name	Company Name	Title	Phone
<input type="checkbox"/>	Eric	Chan	Publications Group	Finance/IT Director	1 536 900 7102
<input type="checkbox"/>	Dean	Chubain	Printing Systems	Financial Director	1 770 340 5252
<input type="checkbox"/>	Patrick	Clark	Farmstead Capital	Financial Director	1 866 291 0261
<input type="checkbox"/>	Tina	Coan	Dynamics Systems Assoc	Financial Director	1 702 468 0257
<input type="checkbox"/>	Walter	Heldner	Warehouse Complex	Financial Director	1 432 942 8799
<input type="checkbox"/>	Steve	Hulin	Public University California	Financial Director	1 707 573 0669
<input type="checkbox"/>	Chris	Jacob	Legal Group	Financial Director	1 232 628 4947
<input type="checkbox"/>	Mark	LeMa	Global Force Beard	Financial Director	1 702 905 5690
<input type="checkbox"/>	Sean	Holan	Gas Systems Cambridge	Financial Director	1 312 986 2768
<input type="checkbox"/>	Bill	Mourous	Bio Company	Financial Director	1 847 240 8021
<input type="checkbox"/>	Salvador	Morales	Sandburg Engineering	Financial Director	1 859 351 3474
<input type="checkbox"/>	Brad	Murphy	Fretts Corp.	Financial Director	1 954 520 6121
<input type="checkbox"/>	Raymond	Ortiz	Integrated Service Assurance	Financial Director	1 806 765 0559
<input type="checkbox"/>	Dan	O'Neil	Credit Valley	Financial Director	1 716 783 4948
<input type="checkbox"/>	David	Parker	Valton Utility	Financial Director	1 503 624 1234
<input type="checkbox"/>	Bob	Reed	Exton Federal	Financial Director	1 473 457 1817
<input type="checkbox"/>	Walter	Ross	Sole International	Financial Director	1 428 254 2664
<input type="checkbox"/>	Joseph	Ross	Atmosphere Inc.	Financial Director	1 212 287 4951

With ACCPAC CRM, you get powerful and flexible profiling of your customers and prospects based on your criteria, and direct integration to mass e-mail and marketing functionality.

# CUSTOMER CARE

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**ACCPAC CRM Customer Care empowers your organization with the information they need to build and support long-term customer relationships.**



Good sales and marketing efforts deliver customers to your business. But that's just the start. Your customer support department develops the relationships that create customer loyalty and generate repeat sales. With the cost of acquiring customers as much as seven times higher than retaining them, creating the ideal customer experience is the key to success. With ACCPAC CRM Customer Care you'll build and manage lasting customer relationships – providing the service your customers need and expect.

## **CONTACT MANAGEMENT**

To deliver superior customer service and exceed your customer support performance goals, your staff must have the most up-to-date and complete customer data at their fingertips – data that helps them effectively resolve service issues and creates cross-sell or up-sell opportunities. After all, customers interact with your support team more frequently than with anyone else in your company. ACCPAC CRM provides real-time access to relevant customer data including purchases, call and escalation history, interactions, multiple contacts, support cases, e-mail and documents sent and received, and sales opportunities. With ACCPAC CRM, you can make the most of every customer interaction, maximizing business opportunities and customer satisfaction.

## SERVICE LEVEL AGREEMENTS

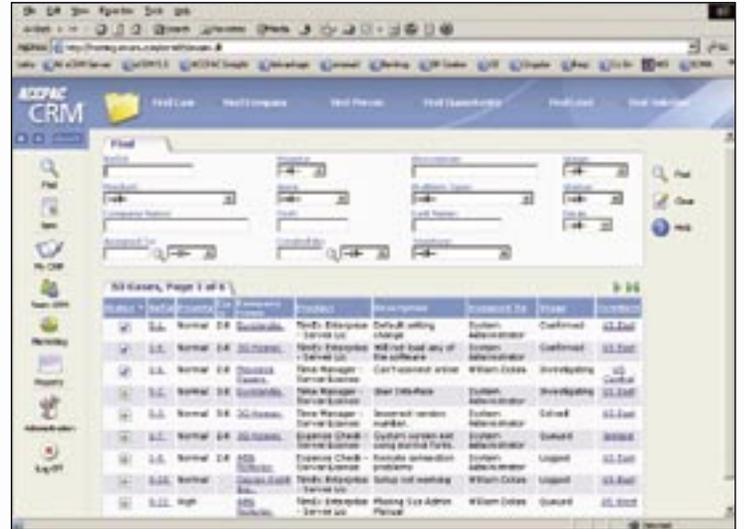
The ability to track and meet service level agreements (SLAs) against your support cases is critical for maintaining loyal, dedicated customers. ACCPAC CRM cases have a “traffic light” monitoring system, which indicates how close the case is to exceeding SLA, and allows triggering of escalation events at predefined times in the process.

## CALL CENTER ACCURACY

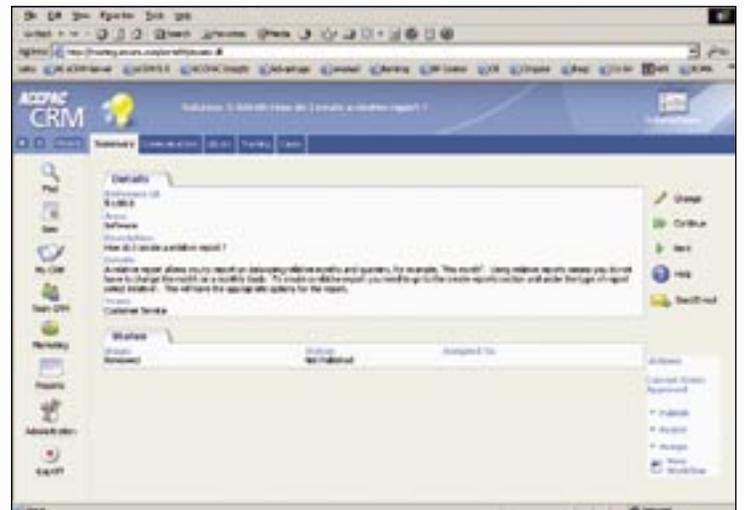
As a central repository for all customer data, ACCPAC CRM provides easy-to-use, real-time access to information, enabling your staff to resolve customer issues quickly and efficiently, reducing call times and increasing the efficiency of your call center. Your staff can escalate and prioritize issues and reduce the amount of time required to resolve each call – increasing customer loyalty and confidence. Through the user-friendly interface, recent history buttons, call and e-mail interaction logs, and hypertext search capabilities, ACCPAC CRM keeps critical information at your fingertips – helping customer support professionals find what they need, when they need it.

## SOLUTIONS KNOWLEDGE BASE

With ACCPAC CRM, you can store support incidents and case solutions in a central Knowledge Base. Solutions can be linked to multiple cases, and automatically e-mailed to users and customers. The Knowledge Base is accessible to all ACCPAC CRM users and to customers via the Customer Self Service Area.



ACCPAC CRM enables you to effectively manage, analyze and respond to support issues at all levels of your organization. With advanced e-mail and workflow integration, ACCPAC CRM ensures that all customer cases are promptly resolved.



Intelligent e-mail and workflow integration instantly builds your Knowledge Base. With easy access via Web Self Service, your customers and other employees will be empowered to solve issues themselves – saving your company time and money.

# END-TO-END BUSINESS MANAGEMENT

**ACCPAC is a global provider of award-winning End-to-End Business Management Applications for mid-market enterprises.**

For more than 20 years, ACCPAC has provided dependable software solutions optimized to take advantage of new technologies and meet the unique requirements of companies like yours. Integrating powerful front-office Web and wireless capabilities with back-office accounting and operations, ACCPAC helps you enhance competitive advantage and increase profitability.

Look to ACCPAC for fully integrated business management applications that deliver high performance, advanced functionality, cross-product integration and unmatched freedom of choice. ACCPAC delivers the solutions that work best for your business today, with the ability to upgrade and modify your system as your business expands in the future – which means an investment in ACCPAC is an investment that stands the test of time.

With a global network of more than 6,500 well-trained and experienced Business Partners and more than 500,000 registered clients, ACCPAC has helped companies around the world gain strategic advantages designed to take businesses like yours confidently into the future.

## ACCPAC OFFERS FULLY INTEGRATED BUSINESS MANAGEMENT APPLICATIONS!

- Accounting and Operations
- Customer Relationship Management (CRM)
- Human Resource Management
- Warehouse Management
- Manufacturing
- Electronic Data Interchange (EDI)
- E-Commerce
- Point of Sale
- Project and Job Costing
- Business Analytics
- Messaging
- And much more!

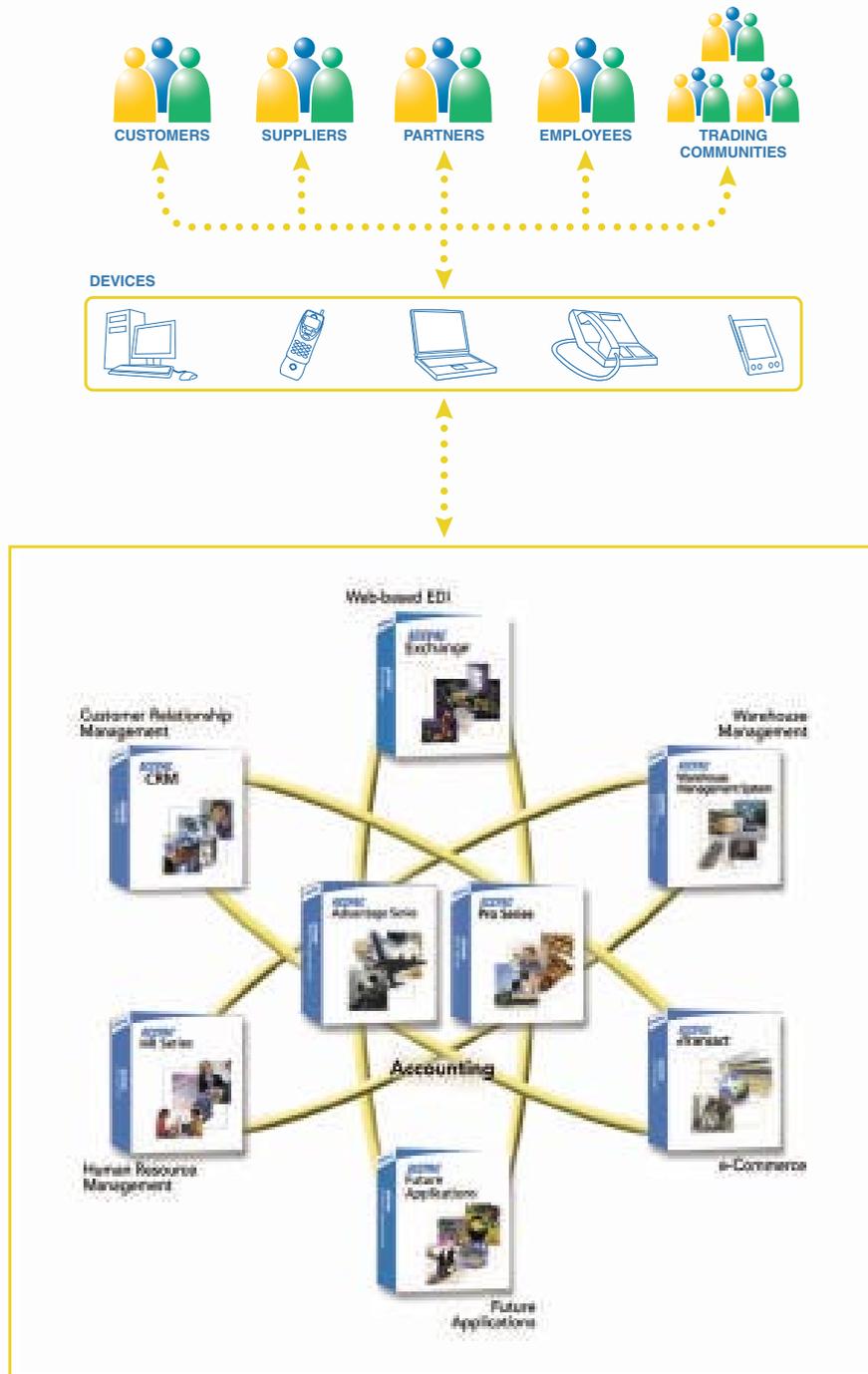
## ACCPAC OFFERS UNMATCHED FREEDOM OF CHOICE!

- True integration across applications
- Advanced Web and wireless access
- Flexible deployment and purchasing options
- Scalable, open architecture
- Advanced customization
- Microsoft® Windows® or Linux® operating system support
- IBM® DB2®, Microsoft SQL Server, Oracle®, Microsoft Visual FoxPro™ and Pervasive SQL™ database support
- Full multilingual and multicurrency capabilities
- And much more!

Visit ACCPAC at [www.ACCPAC.com](http://www.ACCPAC.com) or call 800-873-7282 today for more information about ACCPAC End-to-End Business Management Applications.



## ACCPAC END-TO-END BUSINESS MANAGEMENT APPLICATIONS



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

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