



GoldMine

Over 1.5 Million Customers

50% of the Fortune 500

76% of the FTSE 100

More than 80 vertical markets in over 40 countries...

Expanding Sales Possibilities

The next step in CRM leadership, GoldMine Corporate Edition offers valuable new features that increase the potential for sales professionals to grow their businesses. Whether in the office, working at home or on the road, your team will have a competitive advantage with the capabilities that separate GoldMine from other CRM solutions. It is the essential tool for managing business success.

Improved API/Integration Tools

GoldMine is ready for integration with the third-party applications you rely on to do your job more efficiently. Powerful tools, compatible with XML and Microsoft® .NET, and a user interface API that facilitates integration and allows you to interact with the applications windows, buttons and fields programmatically to automate GoldMine tasks.

Advanced Palm™ Integration

Boost your mobile productivity. GoldMine offers enhanced integration for Palm OS® devices, with these key advances and more:

- Increased security offers greater control over who can make changes to your GoldMine database via your Palm device. You can prevent unwanted modifications—such as contact updates and deletions—with the centralised Palm synchronization configuration wizard.
- Activity filtering optimises your Palm calendar for out-of-office use by allowing you to choose which GoldMine activities to synchronise to your Palm device.
- GoldMine now supports new devices using Palm OS 5.0 and higher—from traditional PDAs to smartphones, such as the Treo™ 600.

"I used other customer relationship management products in the past, but made the switch to GoldMine because its tailored for the sales-driven user. Simply outstanding."

*- John Ohnstad,
Sales Representative
General Transportation*

"GoldMine is an essential resource. It gives me incredible ammunition to use against my competitors!"

*- Jeffrey Clark,
Associate Event Coordinator,
Carl Terzian Associates*

SMS Messaging

Enjoy the hottest form of communicating with your customers by using the new text messaging capability. With this new feature you can send text messages directly from GoldMine to any contact's mobile phone. It's one more convenient way to keep in touch and strengthen relationships with your customers and prospects.

Enhanced Record Typing

Record Typing enables users to create specific views, fields and rules for different types of contacts or records. In GoldMine, Record Typing is even more powerful—and valuable to you! Now you can search and filter on different Record Types to easily access the information you need.

Query by Example

Unleash the power of your GoldMine data! Query and display the information you need, when you need it—with no expertise required. Using the concept of "query by example," the new GoldMine Lookup Wizard makes it easy to create SQL queries to generate and sort contact and activity lists that you need most frequently.

SoftPhone Support

Reduce your telephone expenses by using the Internet to make and receive your calls. With new SoftPhone Support you can direct-dial the numbers stored in GoldMine, receive calls with caller ID for more effective call management and forward calls to other GoldMine users or phone numbers stored in GoldMine—all through your Internet connection and voice over IP (VoIP) technology.

Integration with IP Contact Center

GoldMine has built-in integration with IP Contact Center, the complementary new product from FrontRange Solutions. Now provide your team with seamless access to information from GoldMine, as well as streamlined work flow, so you can increase customer satisfaction and lower your costs. With screen pop and live transfer of calls, customer interactions can be driven based on data from GoldMine, and you can thereby ensure the appropriately skilled person handles the call. Also, with the Click to Dial feature in GoldMine, you can reduce the number of wrong numbers dialed, driving higher call volumes per agent and ensuring maximum efficiency of your staff.





Campaign Management Center

Quickly build and manage marketing campaigns, build task lists to track activities you want to execute and contacts you wish to touch. In addition, you can see which contacts are part of each campaign as well as track which activities have been accomplished and which remain outstanding.

Automate business processes for your enterprise

With Web Import, you can leverage your Web site investment, conveniently capturing lead information and bringing it directly into GoldMine. A wizard-driven interface helps you set up Web Import by allowing you to pick the data you wish to collect and import. You build the form that best fits your needs, all without the need for specialist web knowledge.

Leads Management Center

The new Leads Management Center gives users access to tools in a centralised location, making it easier for them to manage contacts and leads. For example, the Leads Management Center allows users to set e-mail and mail merge codes, ownership and security information, reducing admin time and increasing effectiveness.

Opportunity Manager

With the increased flexibility in Opportunity Manager, Sales Directors can now forecast with even more confidence. Opportunity Manager provides unique customization capabilities, including the ability to add, edit and rename fields and remove tabs to better reflect your work flow and priorities

Deep, Proven Core Features

GoldMine enhances productivity throughout your team and across the enterprise with a versatile and hugely successful, core feature set.

- **Rich contact management** — Get instant access to customer and contact information with complete transaction history and linked documents.
- **Schedule management** — Stay on top of your team with reminders, alerts and a complete view of everyone's schedule - 24/7.
- **Document management** — Send mass mailings by easily generating targeted, personalized e-mail, letters and faxes from a centralized location.
- **Opportunity Management** — Real-time information allows you to proactively manage your pipeline and track products, prospects and revenue.
- **Team-based collaboration** — Share critical information across the whole team, inside and outside the office.

Other Features

- **Product conversion** — Easily import information from existing ACT!®*, Microsoft Outlook®* and Microsoft Excel* applications through automated conversion wizards.
- **Record Types Administrator Center** — Create a variety of Record Types to reflect the data entities used within your business model, like prospects, vendors, customers, properties or even policies.
- **Reports Center** — Create, manage, preview and generate reports from a central area.
- **Auto-fill data entry** — Quickly copy contact data with just a click.
- **Free/busy scheduling** — Coordinate meetings and appointments with others in real time, even if they don't use GoldMine.

*Applies to ACT! 6.0, Outlook 98 and Excel 2000 or higher Copyright © 2004

Minimum System Requirements

- Microsoft Internet Explorer 6.0
- Microsoft SQL Server (requires Microsoft Windows 2000 or Windows 2000 Advanced Server)
- Intel® Pentium® II 350-MHz or higher CPU (Pentium III or higher recommended)
- Super VGA (800 x 600) or higher-resolution video adapter and monitor
- 64 MB RAM (128 MB or more recommended)
- 256 to 512 MB of available hard disk space
- Palm OS® 3.x or higher (optional); PocketPC 3.0 or higher

Call +44 (0) 870 401 7300 to speak to your FrontRange representative today, and discover the benefits of GoldMine.

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