

embrace



Managing information and empowering people

Eos Solutions' **embrace** software is a suite of Lotus Notes-based business applications designed to better manage a range of corporate information and processes.

Focused on maximising collaboration between staff, **embrace** plays an important role in building strong customer relationships, supporting the delivery of consistent service quality and efficiently managing common administrative processes.



embrace Essentials

If you are...

- Managing a small to medium business (SMB)
- Delivering a range of products and/or services to customers
- Interacting with customers through multiple touch points

... looking for...

- Software applications to better manage your business
- Visibility to all sources of corporate information
- Workflow automation for common business processes

... so that you can...

- Leverage corporate information for competitive advantage
- Differentiate your business through more responsive customer service
- Eliminate costly manual processes

embrace provides an integrated business management solution.

The Business Advantage

Improve Sales and Marketing

Comprehensive contact management and sales modules including sales pipeline management and reporting, product catalogue integration and tools for creating and delivering stylish marketing communications.

Streamline Administration

Centralise management of common administrative tasks (including expense claims and leave requests) with a corporate directory, resource library of multi-media materials and centralised management of pending tasks.

Monitor Resource Utilisation

Built around electronic employee timesheets, these applications enable you to accurately monitor activities, control costs and provide detailed reports to your customers.

Coordinate Support Services

Help desk management system for coordinating the delivery of customer support services. Support modules feature a knowledge store of published information and frequently asked questions as well as an asset register.



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embrace Modules

EMBRACE SUPPORT



Support Manager
Help desk call capture and resolution workflow



Knowledge Library
Resource base for published articles and frequently asked help desk calls



Asset Manager
Register of hardware and software resources

EMBRACE TIMESHEET



Time Manager
Employee timesheets through a browser interface



Time Reporter
Collate and analyse time spent on jobs



Job Manager
Central register of jobs

EMBRACE SALES & MARKETING



Sales Manager
Sales pipeline management and revenue forecast



Sales Reporter
Report and analyse sales performance



Product Catalogue
Centralised catalogue of product descriptions and pricing



Maintenance Manager
Register of service and product maintenance agreements



Campaign Manager
Marketing communications engine for direct mail distribution



Contact Manager
Centralised contact and activity management

EMBRACE ADMINISTRATION



Corporate Directory
Directory of people, places and resources



Action Manager
Centralised management of actions "To Do"



Administration Manager
Automating common administrative processes



Policy Manager
Policy and procedure documentation management



Media Library
Catalogue database of corporate media



Meeting Manager
Management of meeting notifications, agendas and minutes

Flexible Licensing Options

Discuss your requirements with Eos Solutions for a package tailored to your business needs.

PURCHASING OPTIONS

- **The embrace package.** 4 suites with 18 applications.
- **By Suite.** Choose the suite of applications you require.
- **By Application.** Select individual applications from any of the suites.

All options are available as part of a flexible subscription model. Pay monthly or yearly, on a named or concurrent per-user basis. Select a monthly licensing payment as part of your ongoing operating costs.

ONGOING SUPPORT

- Although each **embrace** module is highly configurable, the Eos Consulting team is available to help analyse your requirements and customise our software to your specifications.
- Eos Solutions technical resources are available through dedicated Service Plans with guaranteed response times.
- While under the subscription model you will automatically receive product updates.

