MobileAccess™

For Microsoft Dynamics™ CRM

TENdigits™

Mobilize **your business.**

11:45AM — Alert Received

11:46AM — Quick Online Research

11:51AM — Prospect Contacted by Phone

11:57AM — Lead Qualified

11:59AM — Email Promoted to CRM

MobileAccess™

For Microsoft Dynamics™ CRM

Extend the power of Microsoft Dynamics™ CRM with the mobility of your BlackBerry® handheld.

Give your workforce a significant advantage — instant access to their Microsoft® Dynamics CRM information anywhere, anytime using their BlackBerry® handheld — on the road, between meetings, even on airplanes.

Delivering a rich user experience, MobileAccess drives overall usage of your CRM system by enabling remote access for your sales, service and management teams.

Alert and Qualify

Respond to a lead or an issue while it's still hot. Research it by reviewing your existing records, or quickly surfing the Internet on your BlackBerry. Respond before prospects have the chance to call your competition.

Create and Update

Log your calls and activities as they take place, minimizing onerous after-the-fact reporting. Click on a record and add a quick note or a task item to the file. Add that serendipitous lead, before you walk away and it slips your mind.

Resolve

Issues happen — be on top of them. Have the information you need, when and where you need it, before problems escalate. Resolve issues immediately, face-to-face, before you get back to your desk or office. Follow-up with a quick email note or phone call. Seamlessly track your activities so your team can see progress.

Delegate and Escalate

You're just one person — use MobileAccess to keep files moving while you're out of the office, or when you are quickly running from meeting-to-meeting. Promptly assign leads or service cases to others on your team, comfortably knowing they have full access to the file and its activities to date.

"If I had known that MobileAccess would deliver me the productivity that it has, I would have gladly paid twice as much for it."

Travis Warren, President and Co-Founder of WhippleHill Communications

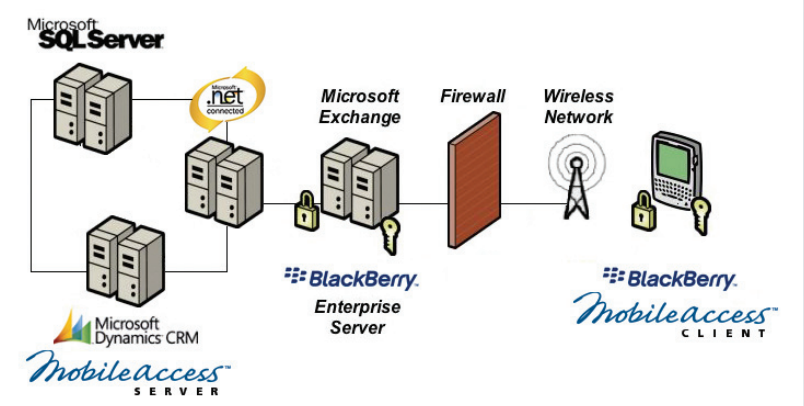
Mobilize **your CRM.**

Delivering value to your mobile sales, service and management teams, MobileAccess maximizes usage of your CRM deployment and helps you ensure business success.

System Architecture

MobileAccess consists of two key components to deliver its unique push-data architecture and dual connected/offline access to account information.

- Exploiting the push-data architecture of the BlackBerry, the MobileAccess Server installs onto your Microsoft Dynamics CRM deployment tying it your BlackBerry Enterprise Server for connectivity.
- Administered and installed quickly over-the-air, the MobileAccess Client provides a rich user experience with both online and offline database access on your BlackBerry handhelds — delivering productivity to the users even when a connection is not available.



Customize and Publish

During installation, the MobileAccess Server automatically inherits many of the customizations made to the core CRM system and promotes them to the mobile version. As you enhance your CRM system over time, simply publish the updates to make them available to your mobile users.

Integrate and Extend

Add contextually-aware access to other legacy systems or web-based services using .NET extensibility and the friendly MobileAccess user interface. Out-of-the-box, MobileAccess provides account preparation tools such as MSN for corporate news, weather and stock information and supports Microsoft MapPoint for mapping and routing.

Automate and Control

Administer your mobile CRM users centrally. Leverage the BlackBerry data-security and the Microsoft Dynamics CRM role-based permissions. Immediately disable lost or stolen devices and delete the data on them. Support multi-lingual international deployments easily.

- Custom Entities Support
- .Net Extensibility
- Integrate to Legacy Applications
- Microsoft MapPoint® Ready

MobileAccess™

For Microsoft Dynamics™ CRM

About TenDigits Software

Since 1999, TenDigits Software has delivered CRM success to customers by focusing on what matters: front-line usage.

By rapidly mobilizing CRM — even in heavily customized situations — TenDigits frees you to deliver the value-added services that further increase the productivity of your sales, service and management teams.

For more information about TenDigits and MobileAccess, visit us at:

www.tendigits.com

TENdigits™

Microsoft CERTIFIED Partner

BlackBerry Alliance Member

Copyright 2006 TenDigits Software Inc. All rights reserved. TenDigits and all other trademarks mentioned in this document are the property of their respective owners.