SalesHORIZON

Customer Information Center

Web-based Sales Tools for your Fourth Shift® Environment

Extend your current Fourth Shift® environment to meet your growing business demands with SalesHORIZON.

SalesHORIZON is a collection of independent web-based tools that improve communication within your entire organization and, most importantly, with your customers. These tools have a quick Return-On-Investment as your sales support team is able to focus on "value-add" activities.

Customer Information Center

For most manufacturers, ongoing customer relationships are critical to long term success. Customer service, whether a dedicated group or the responsibility of your sales team, has to be prompt and effective. The challenge is that your customer service resources are limited. While your customer service representative is again answering an overly anxious customer's daily question of "Is my product still on schedule?", your customer with a quality concern is stuck on hold. All customers are important, but not all of their questions are equal.

Customer Information Center (CIC) empowers your customers to answer some of their basic questions in a very convenient way. With this secure, web-based application, your customers are able to monitor their orders, from the time it is placed, through production and on to shipping status. Wildcard searches and multiple search criteria create an easy-to-use tool for filtering the records based on whatever information your customers have on hand. Additionally, Customer Information Center lets customers check on their remaining account credit, look at their outstanding invoices and review their purchase history.

All customers are important, but not all of their questions are equal.

In addition to providing your customers with the information you decide to make available to them, customers can use the Customer Information Center to notify you that they have product they need to return. When this alert feature is fully integrating with RMA Assistant®, CIC can easily be part of your return management process.

Customer Information Center is essential for prompt and effective customer service. With CIC, your customers are able to get the information they need without waiting in a phone queue and your customer service team is free to focus on more complex tasks.

SalesHORIZON Modules

Quote to Order

Add the ability to create and manage quotes, high speed internal and external orders, custom order configuration and other capabilities to Fourth Shift® installations.

Customer Information Center

Securely offer your customers visibility to their orders, from the manufacturing status through the freight carrier's delivery schedule. Free your Customer Service team to focus on more complex tasks and maintain higher levels of customer satisfaction.

Sales Information Center

Effectively manage your Sales Team with situational awareness. Graphical indicators tell you immediately how your company, your team and individuals are performing. The charts are linked to the data, so the details are a click away. Snapshot provides an online or printable picture of your customer, so more time is spent building relationships and less time is wasted digging through data.

SalesHORIZON

Customer Information Center

Additional Fourth Shift® Companion Products

Core Reports Suite - Fourth Shift® Version

Review, print and schedule email or file distributions from a web-enabled collection of business critical reports for your Fourth Shift® environment.

No Locks Data Release

Eliminate record locking in Fourth Shift® when data is accessed from outside the system.

DTS Data Bridge

Bridge legacy Titanium based external reports, tools and data set views by allowing them to continue to work after migrating to SQL

Native Card Services

Intuitively integrate credit card authorization natively within Fourth Shift® and have data recorded directly into corporate customer financial records.

For more information on any of our products or services please visit us on the Web at: www.InfinityBC.com

SELECT THE INFORMATION
Customer Information Center gives you the flexibility to decide which information to make available and when your customers should contact the customer service team.

SELECT THE CUSTOMERS
Customer Information Center provides a secure, user friendly web-based interface for your customers. Assign passwords and permissions based on individual customer needs.
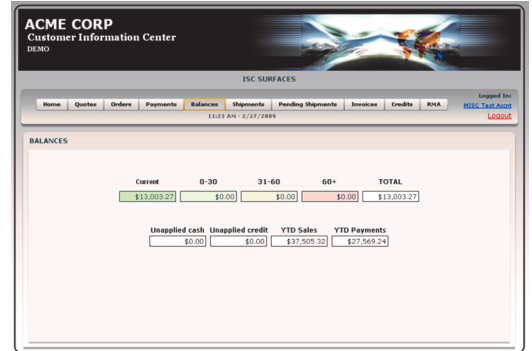
Empower your Customers! Free up your internal team!
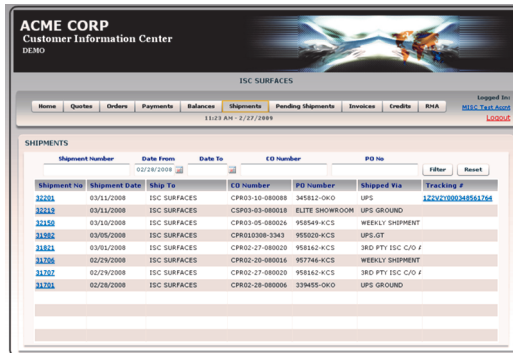
Provide access to simple or complex information

INTEGRATE WITH RMA ASSISTANT®
Jump start your returned material process by combining CIC and RMA Assistant®, both Xtern Software tools. The customer can enter their return request within CIC and RMA Assistant will handle the rest.

REINFORCE YOUR MARKETING
Every exchange with your customer is a chance to remind them of the products and services you offer. The CIC home page can be used for new product releases, special promotions and other announcements.

One Resource . . . Infinite Solutions

Infinity Business Consulting has developed a series of business tools for the Fourth Shift® community. These tools are based on years of consulting and custom application development that have extended the functionality of our clients' ERP platforms. Our most common customer requests have been combined into packaged solutions, offering custom programming results without custom programming costs.

Each manufacturer is different. If your company is facing business challenges that are beyond our packaged solutions, please contact Infinity Business Consulting in regards to a consulting engagement. Fourth Shift® customers are able to add years to the life of their ERP system with our cost-effective improvements.

Allow Infinity to Improve your Productivity so you can Improve your Profitability.

Requirements

SalesHORIZON - Customer Information Center (CIC) requires Fourth Shift SQL Version

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