

# SuperOffice CRM 6

## Travel, Remote Travel, Satellite and Area Management

The way we work and especially where we work is changing rapidly due to emerging new technologies and social changes. The office is becoming more and more abstract. It is becoming less obvious that colleagues are working at the same location and see each other often. On the other hand the importance of individualized communication and products increases. The personal touch: showing your customers that you care is becoming a key success factor.

### Focus on mobility and virtual offices

Sharing vital customer information between associates becomes a critical success factor. The fact that the associates are not all located in one office building, but rather often are scattered in geographically different locations, presents a challenge.

The branch offices need to share information about common customers. Salespeople are on the road for days, taking care of their customers in the field.

With SuperOffice CRM 6 you have a complete freedom when it comes to choosing your mobile platform. SuperOffice CRM 6 modules offer you the ultimate solution whether your organization has branch offices or employees on the move: SuperOffice CRM 6 Travel, SuperOffice CRM 6 Remote Travel, SuperOffice CRM 6 Satellite, and SuperOffice CRM 6 Area Management.

### SuperOffice CRM 6 Travel – For short trips with laptop

To be able to bring the database along to external meetings or on a day or weekend trip, our solution is SuperOffice CRM Travel. This solution enables the user to use SuperOffice CRM exactly the same way as one does while working in the office.

You can create documents, log agreements, find the address and the phone number of your next customer, or track a letter written 5 months ago. We have made it as easy as it can be for the user. If you leave the office, simply choose "Local Update" in the file menu. All relevant data is exchanged to the laptop and within a minute or two, SuperOffice CRM shuts down and is ready for use 'on the road'. What a user can take along is dependent of the user's rights in the database. An incremental copy is made of the full database with only attached documents created by the specific user.

When returning to the office and logging on to the network, SuperOffice CRM will recognize that the central database is available. The user will be prompted that the local database will be synchronised with the central database.

**SuperOffice CRM Travel is included without additional modules.**

### SuperOffice CRM Remote Travel –The extended stay with laptop/desktop

Some users stay away for days or even weeks from the office. Using the 'standard travel' option would imply longer synchronization times and a larger risk on changes on the same data by different people. Moreover, you will lose the power of recent information of your relations. For these users, Remote Travel is the ideal solution. While traveling, the user can update the database and attached documents from any location with a telephone connection. Remote Travel is perfect for home offices exchanging information with the central office. Depending on the user's rights, all data on the local and central database are fully equal after an Remote Travel update.

**Remote Travel is an extension of the Standard Travel function. Remote Travel licenses are sold separately.**

### SuperOffice CRM 6 Satellite – The branch office

For any installation that is geographically remote from the head office and that has multiple users in a LAN, SuperOffice CRM Satellite is the correct solution. Typically, a Satellite installation will be a branch office. Each branch office has its own database on the local network, because this gives a fast response time and lower communication costs. Similar to Remote Travel, each Satellite exchanges information with the head office, so that they are all kept up to date. The update frequency will normally be once a day (though shorter and longer intervals depending on specific needs are possible). Each Satellite database has its own set of users, and its own set of data, set through Area Management. (It is possible to include all information in all Satellites.)

It is possible to use both Standard and Remote Travel from Satellite databases as well. There can be up to 111 Satellites in a SuperOffice CRM installation.

Satellite licenses are sold separately. Satellite requires one certified SuperOffice system administrator per Satellite site. SuperOffice offers professional Satellite administrator's training

## SuperOffice CRM Area Management – Size and Security

Some organizations do not want all the SuperOffice CRM information to be visible to every user. Some organizations have large databases that are not practical to copy to a laptop computer. Area Management is a function used to limit the information that is copied into Travel or Satellite databases. Area Management works as a filter, so that each Travel user (or group of users) is given the information they need, but not more. This limits the size of the local databases as well as the update traffic (Standard and Remote). It also limits the potential for information loss if the local database is stolen or lost.

Area Management is an extension to Standard Travel, Remote Travel and Satellite. Area Management is mandatory for Satellites, since it is the mechanism that defines both the users and information contents of a Satellite database.

Area Management is sold separately.

### System requirements

WAN connection between the different locations.  
A LAN with a dedicated file-server on each location.  
A computer with a Win 32 OS, on each location that runs the gateway process (this may be the fileserver).

### System requirements

A computer with a Win 32 OS, that runs the gateway process (this may be the file server). Hardware and software to log on to LAN from a remote location.

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