

Features

Powerfull core functionality

SuperOffice has all the features necessary to perform customer relationship management in sales, marketing and support. It is easy to use by everybody in a company.

Quick implementation

Implementing SuperOffice does not require extensive design, reengineering of processes or weeks of training for users.

Ease of use

The intuitive interface assists users in their work and hardly requires additional effort. Therefore the system will be more easily accepted. Information about customers will end up where it should go: in SuperOffice

Mobile and flexible

SuperOffice offers ways to access information anywhere and anytime, whether over the internet on a notebook, PDA or a WAP phone.

Web enabled

The SuperOffice system offers several levels of web integration. SuperOffice also offers Interactive Office, an intranet/extranet solution for publishing, communicating and sharing information inside a company as well as with customer groups.

Local support

With many language versions and local offices around the world, SuperOffice support is always nearby. The nearest SuperOffice subsidiary will be happy to supply you with information about the products.

Terms of use

Under the central contract with Akzo Nobel and Acordis, SuperOffice will supply you with per user licenses for a fixed, low price. A service contract and additional services as needed are also part of the central contract.

Organisation



SuperOffice - international

SuperOffice ASA
www.superoffice.no

SuperOffice Norge AS
www.superoffice.no

SuperOffice Sverige AB
www.superoffice.se

SuperOffice Danmark AB
www.superoffice.dk

SuperOffice GmbH
www.superoffice.de

SuperOffice Benelux B.V.
www.superoffice.nl

SuperOffice Software Ltd.
www.superoffice.uk

SuperOffice - partners

SuperOffice Latina AS
www.superoffice.es

Getronics
www.getronics.com

Paulo Jorge Moreira

Interaction Systems, Inc.
www.superoffice.com

Comtek WA Pty Ltd.

Sharp System Products Co Ltd.
www.sharp.co.jp

Headquaters

Norway

Sweden

Denmark

Germany, Austria
and Swiss

Netherlands, Belgium
and Luxemburg

United Kingdom
and Irland

Spain

Czech Republic and Polen

Portugal

United States and Canada

Australia

Japan



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Paul Tweehuysen,
Information Manager for Colbond BV

"A strong point for SuperOffice proved to be the robustness"

Colbond BV - Arnhem

Once you choose to start working with Customer Relationship Management software, everybody from a company division or working group should use it, says Paul Tweehuysen.

Mr Tweehuysen is information manager for Colbond BV, with several plants in both Arnhem and Wuppertal using SuperOffice. "All use

the same version and everybody works in English, according to Tweehuysen, both in the Colbond divisions and in their sister organisation Tarwon Products that is now part of the Acordis group.

The choice of SuperOffice had already been made by Tarwon when Tweehuysen became

involved in choosing CRM software for Colbond. "We did a superficial screening of the product and with the experience in our sister company we were satisfied that it would work for us as well. A strong point

"Actually we don't even do formal training, because the more experienced computer users can start using the system just like that."

for SuperOffice proved to be the robustness. It doesn't have all the features, but that makes for easy administration. This appeals both to an information

manager and a regular user."

Each group has its own implementation, though, as each has its own contacts and clients. Having separate installations makes it even more important that implementations are not that complicated and users don't require a lot of training." Tweehuysen: "Actually we don't even do formal training, because the more experienced computer users can start using the system just like that. After some time they will make their coworkers enthusiastic as well. This does not work for the configuration of templates though, which is a bit more complicated."

Paul Tweehuysen,

Information Manager

for Colbond BV



Ivar Ugland, Sales and Marketing Manager,

Tjor Chemicals and Fabrics

Ivar Ugland, Sales and Marketing Manager

"The software is so easy to use that it saves a lot of time"

Thor Chemicals and fabrics - Skår

It did not prove to be difficult to let all users in Thor Chemicals and Fabrics in Norway put client information in SuperOffice. Sales and marketing manager Ivar Ugland is very happy with the way SuperOffice allows him to take charge of all customer data. "The software is so easy to use that it saves a lot of time.

Finding information can be done quickly, but it is also easy to input your e-mails, letters, faxes and phone calls. That's the first prerequisite of proper use of the system. Now that everybody does that, we are exploring other possibilities, such as reports or organising a meeting. We will soon be able to send e-mails directly from SuperOffice and in the long run we even want to put all our contracts in the database."



"Advantages in ease of implementation and ease of use"

SuperOffice has been chosen as one of the main suppliers for Customer Relationship Management (CRM) applications for Akzo Nobel. A core contract was signed between the Central Purchasing department of Akzo Nobel and the Norwegian software vendor in December of 1999. The contract supersedes a previous contract and now covers all SuperOffice products as well as service and training for any of the 1800 companies and subsidiaries of Akzo Nobel as well as Acordis.

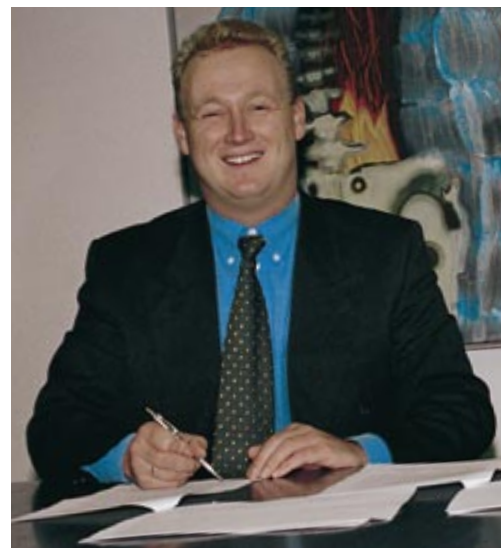
According to Purchasing Account Manager Geert-Jan van Bommel, the main advantages of SuperOffice lie in the ease of implementation as well as the ease of use of the SuperOffice

"SuperOffice is strong on pricing and has a short implementation time because of the Windows compatibility."

solutions. "Compared to other CRM-offerings, SuperOffice is strong on pricing and has a short implementation time because of the Windows compatibility." SuperOffice may not have all the options that you may find on other packages, but it gets the job done without the need to train

users for extended periods of time. There are already several Akzo Nobel and Acordis companies that use SuperOffice to their satisfaction, as the user stories in this

leaflet testify. We invite you to learn about your colleagues' and see whether SuperOffice can help your organisation to improve your relationships with your customers as well.



Purchasing Account Manager

Geert-Jan van Bommel



Liv Bruun-Trulsen, Sales Secretary with

Akzo Nobel Chemicals Norway

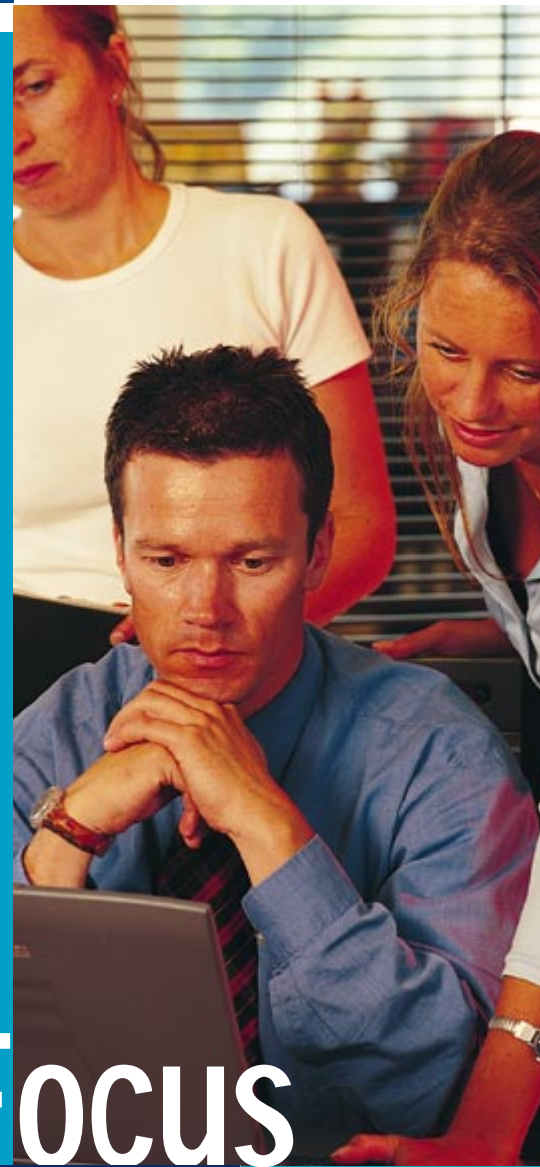
Liv Bruun-Trulsen, Sales Secretary with Akzo Nobel Chemicals Norway

"The sense of responsibility towards clients has increased"

Akzo Nobel Chemicals Norway - Skårer

The best feature of SuperOffice to me is the ease and speed with which to enter information in the program, says Liv Bruun-Trulsen. Mrs. Bruun-Trulsen is sales secretary with Akzo Nobel Chemicals Norway where all 11 employees work with SuperOffice. "We started with SuperOffice around 1993 and this dramatically changed the way we worked. It has become very easy

to send a fax or an e-mail, so we hardly use letters anymore. It is not just working on the computer that makes a difference. We also started to look very differently to clients. The sense of responsibility towards clients has increased because we know a lot more about them, for instance the promises a colleague made to a client."



Focus

on

Akzo Nobel &
Acordis

