



Ulysses 7i

Service Perfection



"A most comprehensive suite of service business tools designed to help you efficiently organise and manage your company"

Service Management

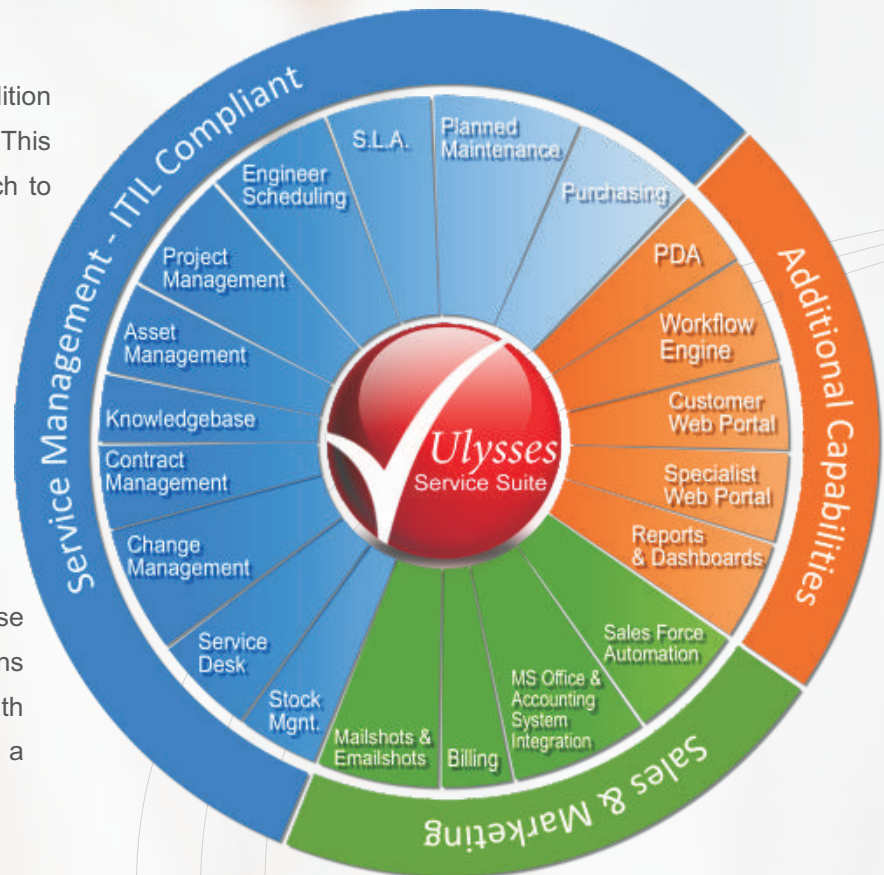
Ulysses - Service Perfection

The Ulysses 7i Suite now offers new enterprise functionality including customisable graphical Workflow Manager, SDK (Software Development Kit) and ITIL Support for Change Management, Incident Management, and Problem Management. Ulysses offers considerable performance improvements and is fully compatible with the latest Microsoft Windows Vista, Windows Server 2008 and Office 2007. Ulysses 7i includes additional functionality as a result of suggestions from its international customer base. QMS's Ulysses Suite is now available in three different editions to provide organisations with a truly scalable solution to meet the needs from SME to Enterprise organisations.




Ulysses® Workgroup Edition - Highly functional edition for smaller organisations at a very attractive price. This version of Ulysses is a solid foundation upon which to build your business.

Ulysses® Professional Edition - is positioned towards medium sized organisations that need ability to tailor the Ulysses solution to their needs. Ulysses Professional Edition sets new standards and goes well beyond typical functionality in this market segment.

Ulysses® Enterprise Edition - Ulysses Enterprise Edition has been created specifically for organisations that require flexibility, seamless integration with existing systems and customers, while delivering a rapid return on investment.



Realistic expectation of the benefits Ulysses Service Management Customers can expect to achieve within 12 months of implementation:

	Before Ulysses	The Ulysses Advantage 	Ulysses Suite & Pocket Ulysses (PDA) 	Ulysses Suite & Pocket Ulysses & Customer Web Portal 
SLA Compliance	74%	90% 18%*	93% 20%*	93% 20%*
First Time Fix	71%	89% 20%*	95% 25%*	95% 25%*
Field Workforce Utilisation	72%	82% 12,5%*	99% 27%*	99% 27%*
Back office service co-ordinator ratio	1:8	1:12	1:16	1:20
Service Contract Profitability	-	23%*	25%*	28%*
Increase in Service Revenues	-	10%*	13%*	18%*
Reduced customer churn	-	19%*	20%*	30%*

* - Percentage increase



1000's of users have chosen Ulysses

•A complete solution

The Ulysses CRM Suite is a comprehensive and proven solution for organisations that need to support external clients. Ulysses is ideally suited to small and medium sized customers. In addition to its Service Management and Sales & Marketing capabilities each Ulysses customer receives Customer Feedback and Complaint Management plus Facility Management. Only the number of named and/or

•Rapid implementation

A powerful built in Customisation/Profile system allows the implementation to meet the specific customer needs without programming. Typical implementations, including training, can take as little as five days of Professional Services to go live. This can be up to twenty days for larger projects. Subsequent changes due to changing business requirements can be implemented using this system. Many specialised capabilities, a result of previous implementations, are built in and can be switched on or off as required.

•Built-in integration with other systems

Ulysses supports integration and data import/export using built in software tools supplied as standard. While popular packages such as SAGE Line 50 have been specifically integrated other Microsoft SQL server based applications are supported. Custom integration is also offered. Any application that can return a Web based request can be easily linked and data incorporated into Ulysses such as Google Maps. The SQL Integration Suite also provides a further level of integration.

•How they use it

Ulysses is most commonly used by organisations that have a contractual commitment to support external customers. These organisations usually have a team of Field Service Engineers as well as Helpdesk Specialists. Others use Ulysses as an IT Helpdesk to support subsidiaries. The Sales & Marketing part of Ulysses is a powerful Sales Force Automation Solution used to find and sell products and services. The standard and specifically developed Customer Care capabilities allow organisations such as financial institutions, local authorities and consumer suppliers to manage Customer Feedback/Complaints/Case management for both business and consumers.

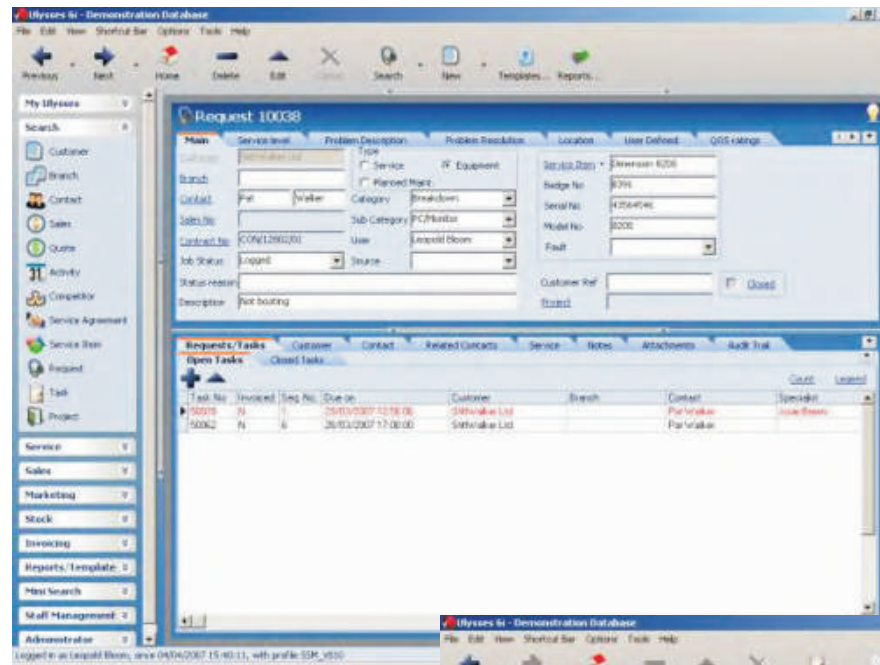
•Satisfied customers include:

IAWS Group•ABB•Cable & Wireless•Datapac•EDS•OKI Systems•Redstone Technology•University of Sao Paulo•Acorn Life•Permanent TSB Bank•Mater Hospital•Budget Travel (TUI)•Mazda Europe•Primark-Penneys•LiftRite•Oil & Gas Services•The Learning Trust-Hackney•The Pensions Board•Delice de France•Oasis Alignment Corp. •InfraServe GmbH•Integrated Technology Services Malaysia•SuperGroup SA•Department of Community Safety & Liaison SA.

Service Management

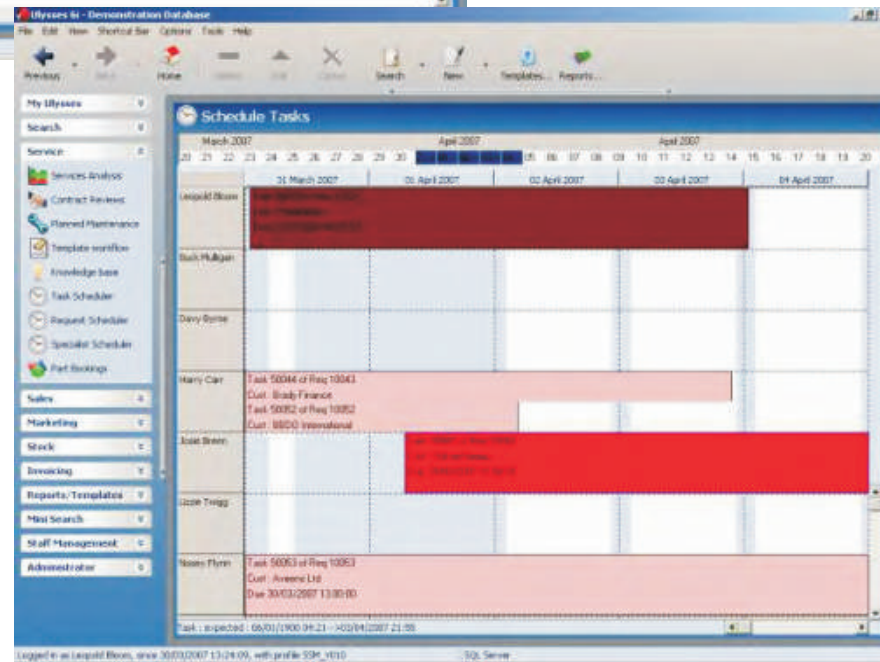
Improved Service Efficiency

Efficient Logging of service calls and subsequent creation of one or more Tasks to fulfil the Request.



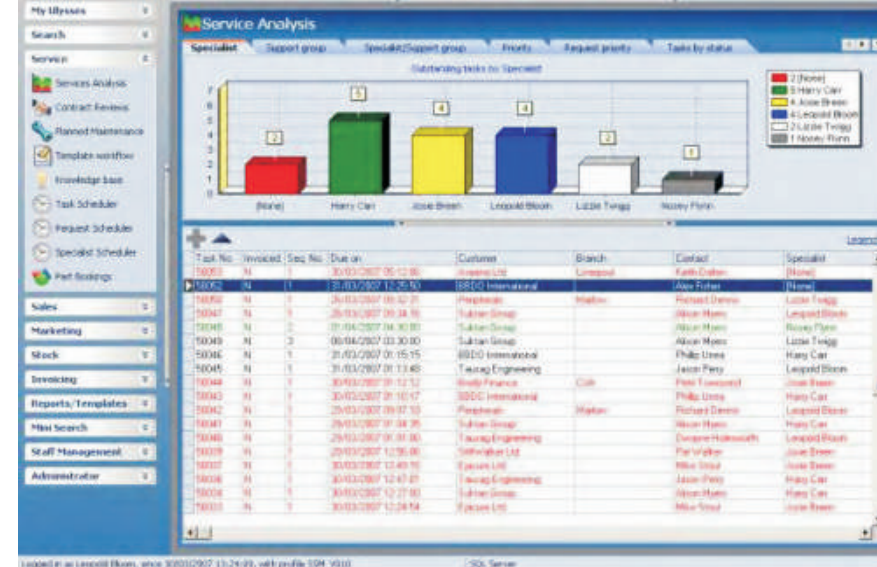
Scheduling

The schedule is automatically created by assigned tasks. Drag & Drop graphical scheduling of engineers allows changes to be made easily. There are a number of Schedulers available depending on specific requirements.



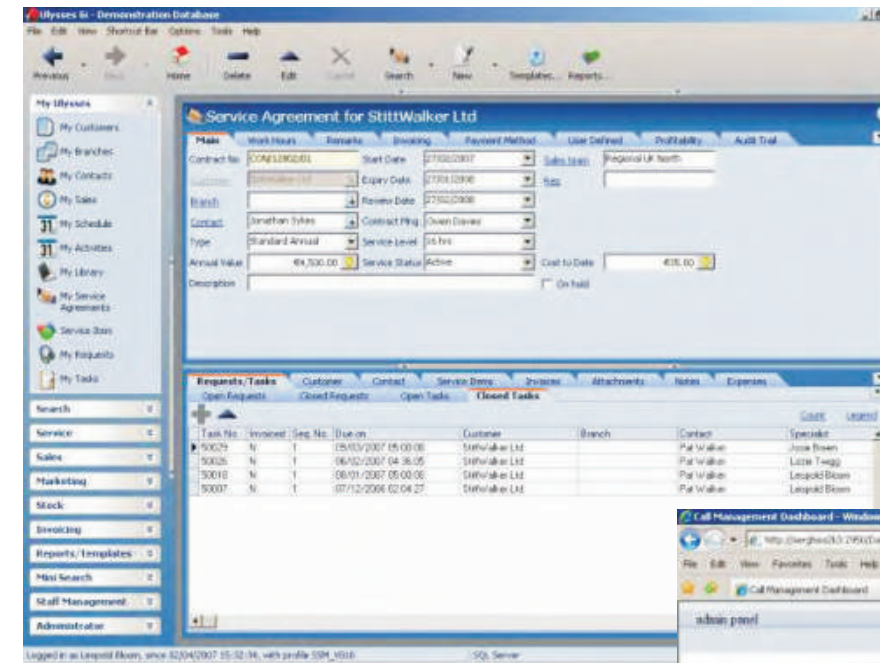
Graphical Analysis and Reporting

Ulysses provides for real time graphical online analysis coupled with over 150 predefined reports for quality management information and decision making support. Crystal Reports XI is the main reporting tool.



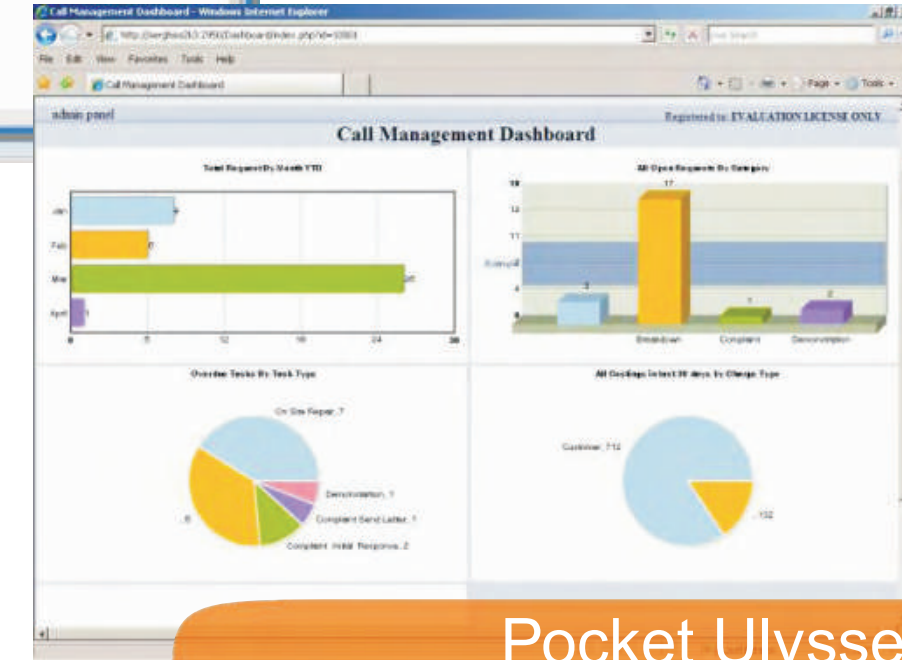
Increase Contract Profitability

Ulysses allows for active management of service contracts, allowing identification of profitable and non-profitable contracts. Supports a wide range of service agreements time, event, unit based, copy/print plans. Inventory of equipment under contract and full service history is maintained.



Management Dashboards

Web based dynamic graphical dashboards for both management and call centre use. The Dashboards are user configurable to display charts for each type of user.

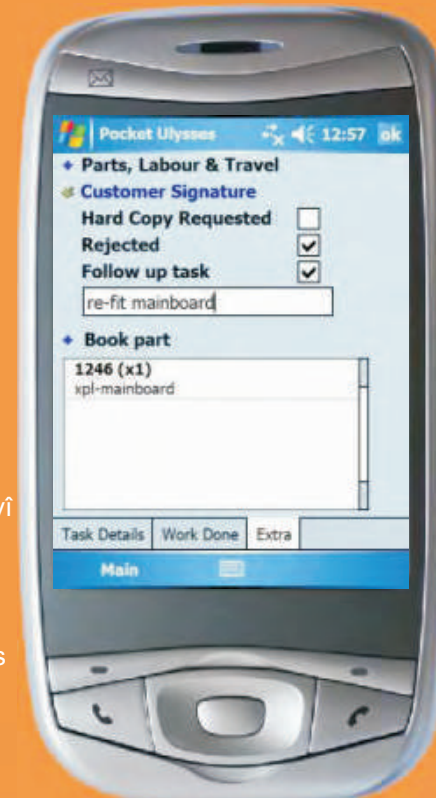


Pocket Ulysses

The ideal tool for Field Service Engineers. It is based on devices that use Microsoft's Windows Mobile 5 such as PDAs and Smartphones. It works on-line and off-line, has a built in SQL server database and allows capture of customer signatures.

FEATURES

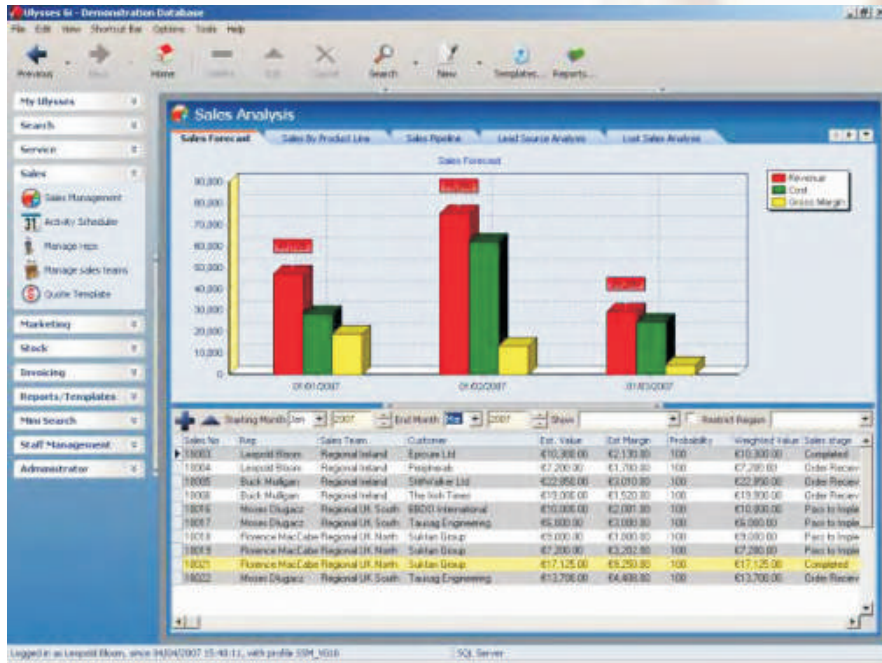
- Customer Signature Capture
- GPS Tracking System
- Customer Service History
- Cost Recording
- Van Stock Management
- Job Rejection Ability
- On Site Time Capture
- Automated Hard Copy Generation
- Full Audit Trail
- Online & Offline Access
- MS SQL CE Database
- Mobile Phone Network Independence



FEATURES

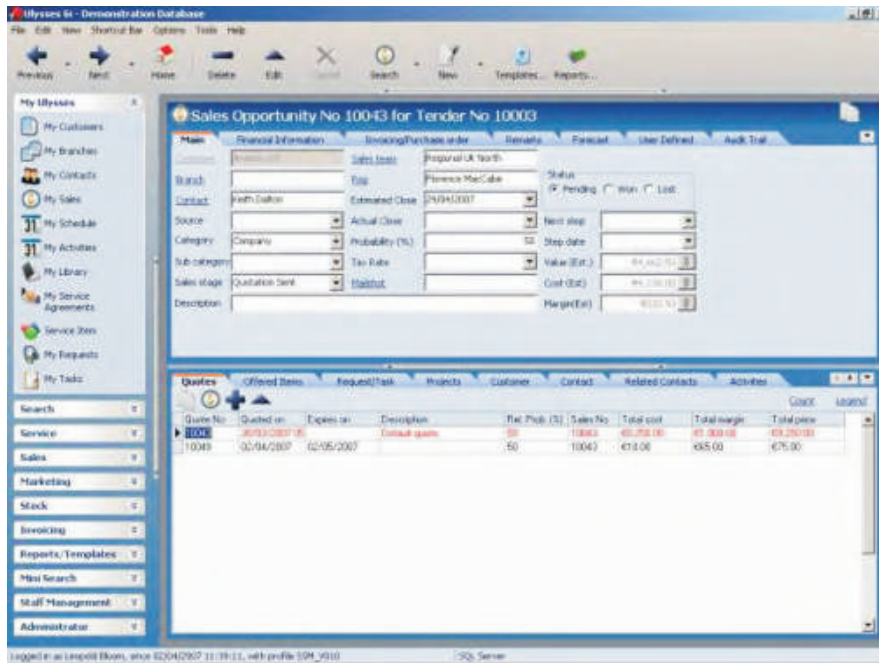
- Servicedesk & Helpdesk
- Contract Management
- Asset Management
- Warranty Management
- Planned Maintenance
- Equipment Swapping
- Supports ITIL Processes
- Comprehensive Scheduling
- MS Office Integration
- Document Management
- SLA's with Escalation
- Knowledgebase
- Workflow Manager
- Period/Time/Event Based Service Contracts
- Invoicing
- Purchase Order Processing
- Stock Control with Van Stock
- Project Management
- Comprehensive Reporting
- Real Time Graphical Analysis
- User Based Customisation

Sales & Marketing



Sales Analysis

Powerful ability for Sales Managers to view, analyse and forecast sales figures.



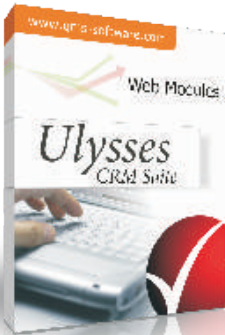
Manage Sales Opportunities

Log sales opportunities, automatically generate quotations, manage related documentation, taking the opportunity through the sales cycle to fruition.

FEATURES

- Contact Management
- Account Management
- Opportunity Management
- Sales Target Management
- Quotations
- Product Sales Analysis
- Sales Forecasting
- Salesperson Performance
- Team Selling
- Sales Activity Analysis
- MS Office Integration
- Comprehensive Reporting
- Automated Mailshots/Emailshots
- Text & HTML Emails
- Customer Segmentation
- Market Segmentation & Analysis
- Literature Management
- Document Management
- Expense Management

Optional Modules



Web Modules: A series of task specific capabilities that meet the requirements of Specialists/Engineers, Customer call logging and tracking, Complaint logging and Facilities management.



Pocket Ulysses: The ideal tool for Field Service Engineers. It is based on devices that use Microsoft's Windows Mobile 5 such as PDAs and Smartphones. It works on-line and off-line, has a built in SQL server database and allows capture of customer signatures.

Technical requirements (minimum)

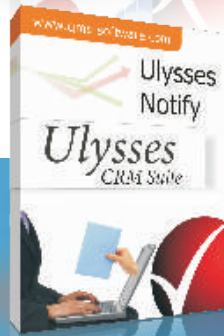
Ulysses Suite operates in a 32bit Windows environment using modern Intel or AMD based processors.

Server: Win 2003/2008 with IIS. Microsoft SQL Server 2005 full or Express versions. 2Gb RAM, 10 Gbyte free disk space. 100/1000 Ethernet card.

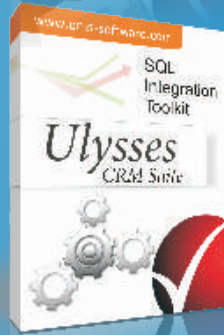
Workstation: Windows XP/Vista, IE 6+, 1Gb RAM, 4Gb free disk space.



Management Dashboards: Web based graphical dashboards provide a real time overview of key performance indicators. All charts are user definable.



Ulysses Notify: A workflow processor that automates business processes and creates real time alerts. Escalates tasks based on priority or other conditions as well as automatically generating emails. Monitors database events and can update databases.



SQL Integration Toolkit: Used for once off or continuous use, it provides a series of capabilities that interfaces Ulysses with existing or external applications. Can look up and use live data from other SQL databases and automate the update and transfer of data.

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