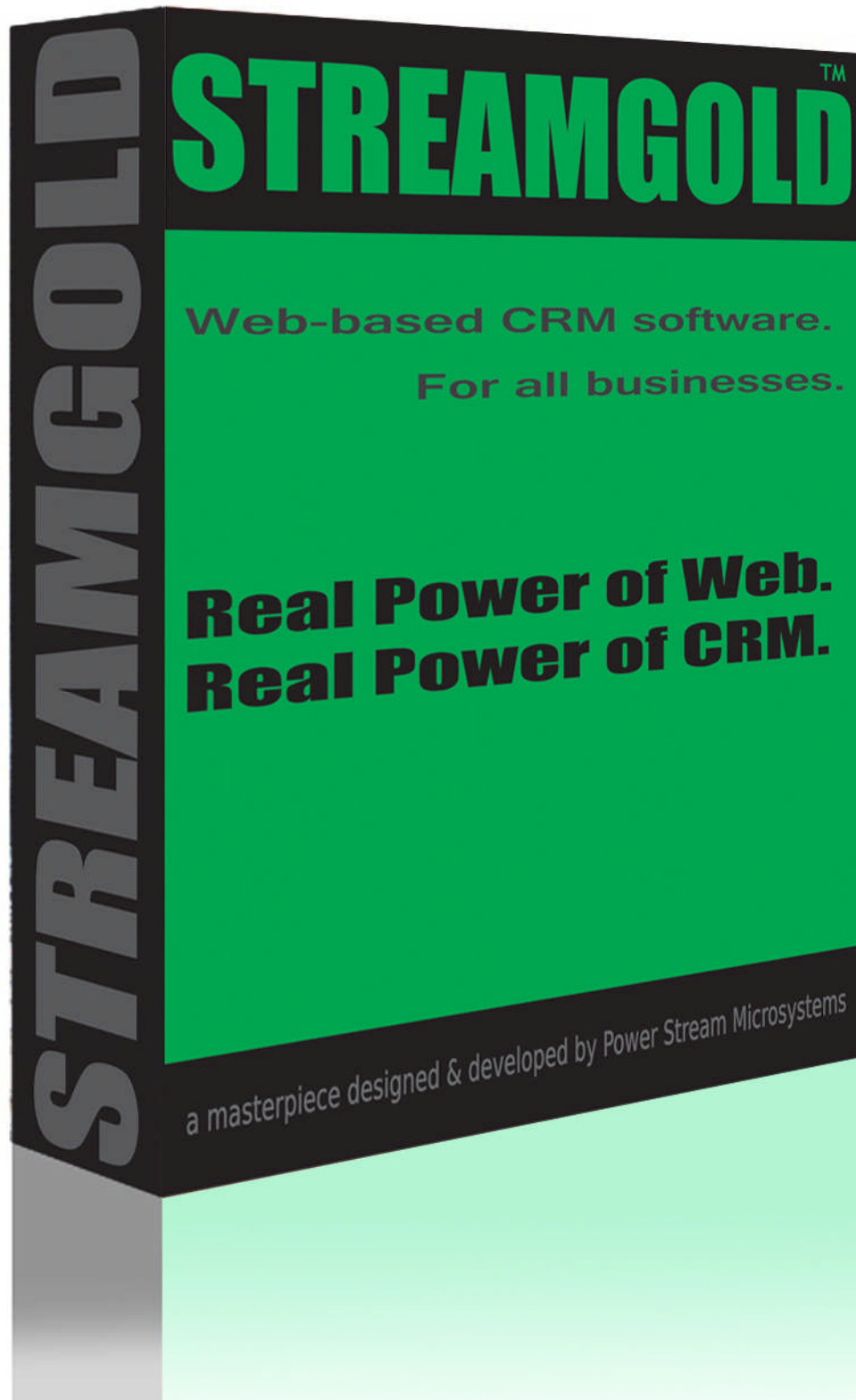


STREAMGOLD

India s No.1 CRM-Sales-Marketing-Customer Services-Support Management Software

Applicable to each & every industry, any business of any size

With FREE SMS alerts for sales,marketing & customer services activities



- Accelerates & Increases Sales
- Manages & Plans Marketing
- Improves Customer Services
- Makes Customer Support Effortless
- Improves Customer Relationships
- Increases Customer Satisfaction Ratio
- Plans Sales & Services Strategies
- Controls Overheads in Marketing & services
- Manages Sales & Services Schedules
- Sends SMS Alerts about Sales & Service Activities

Most of the progressive organizations across the world are now focusing on increasing their sales revenues by making their marketing & customer support teams more effective by providing them with state-of-the-art tools which can help them work on sales opportunities in a systematic manner to capture larger market share. Customer Relationship Management (CRM) is a business philosophy involving identifying, understanding and better providing for your customers while building a relationship with each customer to improve customer satisfaction and maximize profits. It is about understanding, anticipating and responding to customers needs. To manage the relationship with the customer a business needs to collect the right information about its customers and organize that information for proper analysis and action. It needs to keep that information up-to-date, make it accessible to employees, and provide the know how for employees to convert that data into products better matched to customers needs.

Keyfeatures :

STREAMGOLD is the only CRM Software that gives you a 360 degree view of your customers

SALES & MARKETING RELATED KEYFEATURES	SERVICES & SUPPORT RELATED KEYFEATURES
<p>1)Enquiry & Leads Management This is the most important part of your manages your business enquiries and leads in such a way that none of your enquiries will be unfollowed. The Software will remind you again and again in case your follow up is poor. No need to manage new enquiries and leads on chits and rough papers now. STREAMGOLD will manage all your business enquiries in a very systematic and professional manner that your clients will never complaint you about poor responses from your company.</p> <p>2) Enquiry Follow Ups-Customer Responses-Your Actions STREAMGOLD takes care of your business enquiries you receive from your customer-Your quotation management with customer-Follow ups and communication you do with customers-Response you receive from customers-Action you take after follow ups and responses.</p>	<p>1)PreSales and After Sales Services STREAMGOLD takes care of your entire services you provide to your customers, either Presales or after Sales. STREAMGOLD has power to manage all types of customer services and support for any industry. Any level of customer services and support can be managed using this software.</p> <p>2)Annual Maintenance Contract (AMC) Management STREAMGOLD manages maintenance contracts, either yearly or customized. Maintenance Contract details entries are so simple to use that even a non-technical person can enter data without any problem. Client details, contract details, signing date, expiry date, type, call frequency, product and tax details, keywords, terms etc. can be managed in a very practical way.</p>

3)Quotation Management

STREAMGOLD takes care of quotations you send to your customers for received Enquiries.Also provides facility for revised quotations, pending quotations & unfollowed quotations.

4) Order Management and Actual sales

Along with quotations, STREAMGOLD also manages conversion of Enquiries into Orders, either fully or partly. Finally, manages conversion of Orders into Actual Sales.So journey from an Enquiry to Actual Sales including Follow Ups-Customer Responses-Action-Quotation-Orders can be managed efficiently. Also takes care of goods delivery and payments. Enquiry Slip, Orders, Delivery Note, Tax Invoice can be printed out.

5) Customizable Form Printing

- Enquiry Slip
- Quotation
- Order Confirmation Note
- Follow Up Slip
- Tax Invoice
- Expense Vouchers
- Project Note
- Salesman Appointment Sheet

Can be printed out on a plain paper or a letter head or a pre-printed stationery.

6)Salesmen Appointment - Schedules - Sales Targets - Achievements - Marketing Plans

It is very easy to manage daily appointments and schedules of your salesmen.The software provides picture of salesforce very perfectly. Sales Targets of salesman, Sales Achievement, Actual Sales, Sales Calls, Follow Ups,salesman performances can be managed. You will have full control over sales team.

7)Distributors / Dealers / Channel Partner Management

Set Sales target for Distributors / Dealers / Channel Partners and help them achieving it. Distributors / Dealers / Channel Partners performances can be monitored .Manage your Distributors / Dealers / Channel Partners in STREAMGOLD and increase 100 % business with them per year.

8)Sales & Marketing Analysis and Forecasting

STREAMGOLD will help you out to analyse and forecast your business.It will help you to increase your business at the speed of thought.The Software carries certain time tested techniques and options to manage your sales and marketing in such a way that you will never make mistake in your management.

3)Customer Complaint - Your Response - Follow Up - Action - Service Call - Result

Powerful tracking system of customer complaints, response given by you, your follow ups to manage complaints, action taken by you, service call made for complaints, solution provided to the customers and final result.

4)AMC Based Service Calls and Non-AMC Based (Freelance) Service Calls Management

Perfect management of AMC Based Service Calls and Non-AMC Based (Freelance) Service Calls.Manages complaint info, responses, follow ups, actions, result in a very professional manner.

5)Service Engineers Appointments - Performances

It is very easy to manage daily, weekly, monthly, quarterly, yearly appointments and schedules of your service engineers.The software provides picture of service force very perfectly.It manages Call Targets of service engineers, their achievements, actual results, service calls made, follow ups for services, service engineers Performances can be managed.You will have full control over your customer support team.

6)In-House & Service Centre Maintenance and Repairing Management

An excellent solution for maintenance people having maintenance facilities in their office or running a professional service centre.Material Inward,Outward with details like problem, action, solution, service engineers performance, product batch and serial no. details, job status, material status and other required options can be managed easily.

7)Material Replacement & StandBy Management

STREAMGOLD gives you this feature which is most required and ignored. Collection of defective material from customer, delivery to vendor for maintenance, replacement of customers material for temporary period, collection of repaired material from vendor, delivery of repaired material to customer and collection of stand by material from customer, replacement of defective material from vendor and delivery to customer incase material is not repairable etc. can be managed so professionally that none of your material or transaction will be misplaced.

8)On-Site Services & Maintenance Management

Provide On-Site services to your customers. STREAMGOLD is always with you to make your transaction better and simple.It keeps tracks of all services made at customers place with required information.

9) Customizable Form Printing

- Complaint Sheet
- Service Call Sheet
- AMC Renewal Sheet
- Material Replacement Sheet
- Expense Vouchers

9)Past-To-Future Sales

STREAMGOLD Compares your current business, sales, marketing and performances with previous transactions. You will never repeat your mistakes again.It's a commitment from STREAMGOLD.

10)Manages all direct & indirect Ways of Marketing

STREAMGOLD supports all the ways of marketing such as Postal Mailing, Door to Door Marketing, Reference Marketing, E-Commerce and Email Marketing, Tele Marketing,Call Centre Marketing, Distributors / Dealers Marketing etc.

11)In-Built Contact Manager

In-Built Contact Manager is available. Generate great results to increase sales and marketing using this.

1 2)In-Built Customer Relationship Management

In-Built Customer Relationship Management (CRM) system will help you out to increase professional and personal relationships with your customers. Your customers will never stop doing business with you.

1 3)Sales & Marketing Expense Manager & Controller

A great solution to manage your sales and marketing related expenses. Manages Targeted and Actual Expenses, compares it and reports you. Also provides alerts incase your expense crosses it's limit. Manages avoidable, forceful, compulsory, expected expenses and lets you know the status of expenses made toward sales and marketing activities.

14)Sales & Marketing Planner

Manage your sales and marketing using this planner. Unbelievable features are available. Make a good plan, follow them properly and generate the best result with dramatic control over expenses.

1 5)Higher Authorities Actions

Sales Marketing related actions for Directors, Product Manager, Marketing Manager, Area Manager, Territory Manger, Zonal Manger, State Manager, Country Manager.

1 6)Reminders for Sales & Marketing Activities

STREAMGOLD gives reminders for your sales and marketing activities. You will never forget to call enquiries,send quotations. follow customers, visit customers etc.

1 7)Professional & Personal Letter Management

Create a letter and take thousands of print outs with different customers details on each letter.Great solution to remind your customers about new products /services, send monthly newsletter or wish them on occasions.

- Service Engineer Appointment Sheet

Can be printed out on a plain paper or a letter head or a pre-printed stationery.

10)Customer Service & Support Analysis and Forecasting

STREAMGOLD will help you to analyse and forecast your customer services and support.It will help you to increase your business at the speed of thought by forcing you to provide better services and support to your customers.The software carries certain time tested techniques and options to manage your services & support in such a way that you will never make mistake in your management.

11)Past-To-Future Customer Services

Compares your current customer services and support performances with previous transactions. You will never repeat your mistakes again .You can generate cent percent customer satisfaction ratio.

1 2)Customer Services and Support Expense Manager & Controller

A great solution to manage your services and support related major and minor expenses. Manages Targeted and Actual Expenses, compares them and reports you. Also provides alerts incase your expense crosses it's limit. Managesavoidable, forceful, compulsory, expected expenses andlets you know the status of expenses you make toward customer services and support activities.

1 3)Customer Services & Support Planner

Manage your customer services support using this planner.Unbelievable features are available. Make a good plan, follow it and generate the best result with dramatic control over your expenses.

14)Reminders for Customer Services & Support Activities

STREAMGOLD gives reminders for your services and support related activities.You will never forget service calls,AMC renewal reminders, your payments, replacement, follow ups etc.

1 5)Reminders for Sales & Marketing Activities

STREAMGOLD gives reminders for your customer services support activities. You will never forget your tasks related to new AMC,services follow ups, material replacement etc.

1 6)Professional & Personal Letter Management

Create a letter and take thousands of print outs with different customers details on each letter.Great solution to remind your customers about services, send monthly newsletter or wish them on occasions.

1 8)SMS Alerts for Sales & Marketing Activities-

Get free SMS alerts on your mobile from STREAMGOLD about new enquiries,new orders, actual sales, appointments of salesmen ,follow ups etc. A brand new concept in information technology. Go anywhere,you are always connected to your business and office.

1 7)SMS Alerts for Sales & Marketing Activities

Get SMS alerts on your mobile from STREAMGOLD totally free about new signed maintenance contracts, AMC Renewals, service calls made by engineers, replacements stand by, material inward / outward etc.

Other Technical Features available in STREAMGOLD

- Easy installation, unlimited company creation, less data entries and fast report generation
- Data import from Excel file,outlook outlook express and Tally
- free self-running training kit
- Fully compatible with all versions of Microsoft Windows
- All printers compatibility
- Hundreds of reports to view and print.fast printing facility.
Reports can be exported in PDF,Text,MS-Excel,MS.Word formats. Powerful password securities.Customizable user rights to add-modify-delete-view-print.
- Easy internal backup and restore procedures.

WHO CAN USE THIS SOFTWARE?

This software can be used by any company, any individual of any business/industry of any size.Traders,manufacturers, agents, brokers, distributors, dealers, channel partners, importers, exporters, consultants, retailers, professionals (like doctors, chartered accountant, engineers etc.) can use this software.Marketing companies,corporate houses,offices,factories,call centres,service centres, maintenance and repairing houses, departmental stores, small and medium sized retail outlets,educational centres, research houses, distribution house, manufacturing units,wholesale houses of any product of any business with any size can take benefits of this software.

Thousands of companies and personals related to IT industry, Electronics, Telecom, Electrical,Stock Exchange,Iron Steel,Textile,Metal Industries, Pharmaceuticals, Garments, Air Conditioner Refrigeration, Plastics, papers, Food, Entertainment,Machinery and Machine Tools,Chemicals Colors, Real Estate, Rubbers, Furniture Fixtures, Transports,Travels Tours, Glass, Medicines, Wood ,Power, Printing, Financial Institutions, Marketing Companies and Agencies, Recruitments, Office Automation, Stones, Jewellery, Health ,Handicrafts, Cosmetics, Metal Fabrications, Couriers, Security Systems, Industrial Cables Wires, Hardware, Automobiles, Gift Articles,Construction, Education,Arts, Lubricants Oil, Energy,Agriculture,Ayurvedic,Gas, Home Appliances, Insurance, Photography, Sports are using this software successfully.

You are an Indian company or an overseas corporation,a trader-a manufacturer-an agent or a service provider-dealing with public and private sectors or government sectors, STREAMGOLD is for you.This will upload your business and reputation to the highest level of success.

PreSales Reports

- General Enquiry Register
- Clientwise Enquiry Register
- Productwise Enquiry Register
- Product Categorywise Enquiry Register
- Product Main Categorywise Enquiry Register
- Salesmanwise Enquiry Register
- Agentwise/ Brokerwise Enquiry Register
- Weightagewise Enquiry Register
- Sourcewise Enquiry Register
- Naturewise Enquiry Register
- Areawise Enquiry Register
- Citywise Enquiry Register
- Statewise Enquiry Register
- Zonewise Enquiry Register
- Countrywise Enquiry Register
- General Pending Enquiry Register
- Pending Enquiry Register

Pending Sales Reports

- Clientwise Pending Enquiry Register
- Productwise Pending Enquiry Register
- Product Categorywise Pending Enquiry Register
- Product Main Categorywise Pending Enquiry Register
- Salesmanwise Pending Enquiry Register
- Agentwise/ Brokerwise Pending Enquiry Register
- Weightagewise Pending Enquiry Register
- Sourcewise Pending Enquiry Register
- Naturewise Pending Enquiry Register
- Areawise Pending Enquiry Register
- Citywise Pending Enquiry Register
- Statewise Pending Enquiry Register
- Zonewise Pending Enquiry Register
- Countrywise Pending Enquiry Register

Enquiry Follow Ups-Actions-Responses Related Reports

- Enquiry Follow-ups & Responses
- Enquirywise Follow-ups
- Datewise Follow-ups
- Enquiry Followup History
- Datewise Enquiry Response Register

Quotation Management Reports

- Quotation
- Datewise Quotation
- Clientwise Quotation
- Enquirywise Quotation
- Quotation Printing

Order Management Reports

- Order

- Completed Order Register
- Enquirywise Pending Order Register
- Sourcewise Order Register
- Salesmanwise Order Register
- Agentwise / Brokerwise Order Register
- Clientwise Order Register
- Agentwise Order Details
- Categorywise Order Details (Agentwise)
- Areawise Order Details (Agentwise)
- Zonewise Order Details (Agentwise)
- Divisionwise Order Details (Agentwise)
- Designationwise Order Details (Agentwise)
- Productwise Order Details (Agentwise)
- Salesmanwise Order Details
- Categorywise Order Details (Salesmanwise)
- Areawise Order Details (Salesmanwise)
- Zonewise Order Details (Salesmanwise)
- Divisionwise Order Details (Salesmanwise)
- Designationwise Order Details (Salesmanwise)
- Productwise Order Details (Salesmanwise)
- Productwise Order Register
- Product Categorywise Order Register
- Product Main Categorywise Order Register
- Order Confirmation Printing

Sales Related Reports

- Sales Registers
- Completed Sales Register
- Pending Sales Register
- Sourcewise Sales Register
- Salesmanwise Sales Register
- Agentwise / Brokerwise Sales Register
- Clientwise Sales Register
- Productwise Sales Register
- Product Categorywise Sales Register
- Product Main Categorywise Sales Register
- Agentwise Sales Details
- Categorywise Sales Details(Agentwise)
- Areawise Sales Details(Agentwise)
- Zonewise Sales Details(Agentwise)
- Divisionwise Sales Details(Agentwise)
- Designationwise Sales Details(Agentwise)
- Productwise Sales Details(Agentwise)
- Monthwise Sales Details(Agentwise)
- Salesmanwise Sales Details
- Categorywise Sales Details(Salesmanwise)
- Areawise Sales Details(Salesmanwise)
- Zonewise Sales Details(Salesmanwise)
- Divisionwise Sales Details(Salesmanwise)
- Designationwise Sales Details(Salesmanwise)
- Productwise Sales Details(Salesmanwise)
- Monthwise Sales Details(Salesmanwise)

Item Batch No. and Serial No. Related Reports

- Batchwise Reports
- Full Batchwise Sales Details
- Batchwise Item Register
- Batch No.wise Item Details
- Expiry Datewise Item Register
- Item Serial No.wise Reports
- Serial No.wise Item Register
- Serial No.wise Item Details

Targeted Sales & Actual Sales Comparison

- Sales Targets
- Sales Target Register
- Targeted Sales V/s Actual Sales
- Divisionwise Sales Target
- Designationwise Targeted Sales V/s Actual Sales

Salesman Schedules Related Reports

- Salesman Scheduler
- Salesmanwise Call Schedules
- Departmentwise Call Schedules
- Starting Timewise Call Schedules
- Ending Timewise Call Schedules
- Salesman FreeTime Details
- Service Engineer Free Time Details
- Group Cum Personal Appointments

Customizable Delivery Note Printing

Customizable Invoice Printing

Sales & Marketing Related Graphical Reports

- Graphical Outputs
- Target Sales Vs Actual Sales
- Target Sales Vs Actual Sales (Salesmanwise)
- Target Sales Vs Actual Sales (Agentwise / Brokerwise)
- Enquiry Based Graphical Reports
- Sourcewise Enquiry Chart
- Naturewise Enquiry Chart
- Weightage wise Enquiry Chart
- Enquiry To Sales Conversion
- Actual Expense Chart
- Budgeted Expense Chart

Sales & Marketing Related Masters

- Masters List
- Client
- Client Category
- Area
- Zone
- Designation
- Nature of Business
- Product
- Product Category
- Product Main Category

- Agent / Broker
- Salesman
- Enquiry Source
- Weightage of Enquiry
- Extra Charges / Taxes
- Enquiry Type / Nature
- Unit of Measurement

Maintenance Contracts Related Reports

- Maintenance Contract Reports
- All Service Contracts
- Typewise Service Contracts
- Starting Datewise Service Contracts
- Ending Datewise Service Contracts
- Itemwise Service Contracts
- Contract Renewal Reminder
- Areawise Service Maintenance Contract
- Today's Service Contract

Complaint - Response - Actions - Service Calls Related Reports

- Service Calls Related Reports
- Clientwise Service Calls
- Maintenance Contractwise Service Calls History
- Repeated Service Calls History
- Datewise Service Calls
- Service Engineerwise Service Calls
- Starting Timewise Service Calls
- Ending Timewise Service Calls
- Typewise Service Calls
- Statuswise Service Calls
- Areawise Service Calls
- Chargeable Service Calls
- Non-Chargeable Service Calls
- Prioritywise Service Calls
- Complaint Time v/s Service Call Time
- Delay In Service Calls
- Preventive Service Calls
- Pending Service Calls
- Completed service Calls
- Departmentwise Service Calls
- Item Serial No./Machine ID wise Service Calls
- Complaint Register
- Service Engineerwise Service Call Sheet

Material Replacement & Stand-By Related Reports

- Material Replacement Management Reports
- Material Replacement Reports
- Clientwise Material Replacement
- Productwise Material Replacement
- Job No. wise Material Replacement
- Product Batch No. wise Material Replacement
- Product Serial No. wise Material Replacement
- Product Model / Make wise Material Replacement
- Product Status wise Material Replacement
- Material Stand by Management Reports
- Management with Vendor

- Material Returned to Party
- Replacement at a Glance
- Material Outstanding Register
- Serial No. wise Material Standby Register
- Clientwise Standby Register
- Vendorwise Replacement Outstanding Register
- Clientwise Replacement Outstanding Register
- Material Replacement Inward Challan (Party)
- Material Replacement Outward Challan (Stand-By)
- Material Replacement Inward Challan (Stand-By)
- Material Replacement Outward Challan (Vendor)
- Material Replacement Inward Challan (Vendor)
- Material Replacement Outward Challan (Party)

Service Center & In-House Maintenance Related Reports

- Service Center / InHouse Maintenance Reports
- Inward Registers
- Datewise In-House Maintenance Registers
- Clientwise In-House Maintenance Registers
- Sourcewise In-House Maintenance Registers
- Agentwise In-House Maintenance Registers
- Salesmanwise In-House Maintenance Registers
- Productwise In-House Maintenance Registers
- Job Statuswise In-House Maintenance Registers
- Job Nowise In-House Maintenance Registers
- Batchwise Inwards
- Item Batchwise Inward Register (Itemwise)
- Item Batchwise Inward Register (Batch No.wise)
- Item Batchwise Inward Register (Expiry Datewise)
- Item Serial No.wise Inward Register
- Inwards Vs Outwards
- Outward Registers
- Datewise Outward
- Clientwise Outward
- Batchwise Outwards
- Item Batchwise Outward Register (Itemwise)
- Item Batchwise Outward Register (Batch No.wise)
- Item Batchwise Outward Register (Expiry Datewise)
- Item Serial No.wise Outward Register
- Pending Inward-Outward Register
- Inward Details
- Outward Details
- Estimate Memo
- Material Acceptance Receipt
- Outward Challan

Services & Support Related Masters Reports

- Client
- Client Category
- Area
- Zone
- Division
- Designation
- Category
- Nature of Business
- Product

- Product Category
- Product Main Category
- Agent / Broker
- Salesman
- Enquiry Source
- Extra Charges / Taxes
- Department of Employee
- Unit of Measurement

View / Print Form Type Reports (Fully Customizable)

- Enquiry Slip
- Quotation
- Order Confirmation Note
- Delivery Note
- Invoice
- Estimate Memo
- Material Acceptance Receipt
- Material Outward Challan
- Rental Outward Challan
- Rental Inward Challan
- Service Call Sheet
- Service Engineerwise Service Call Sheet
- Material Replacement Inward Challan (Party)
- Material Replacement Outward Challan (Stand-By)
- Material Replacement Inward Challan (Stand-By)
- Material Replacement Outward Challan (Vendor)
- Material Replacement Inward Challan (Vendor)
- Material Replacement Outward Challan (Party)

Reminders & Summaries

- Today's Sales Schedules
- Today's Service Calls
- Maintenance Contract Renewal Reminder
- Sales Related Summary
- Service Related Summary
- Contact Management Related Reports
- Contact Management System
- Namewise Customer Register
- Companywise Customer Register
- Surnamewise Customer Register
- Sexwise Customer Register
- Marital Statuswise Customer Register
- Groupwise Customer Register
- Citywise Customer Register
- Pincode wise Customer Register
- Areawise Customer Register
- Statewise Customer Register
- Countrywise Customer Register
- Birth Datewise Customer Register
- Designationwise Customer Register
- Customer Website Address Register
- Business Naturewise Customer Register
- EMail Addresswise Register

- Importancewise Customer Register
- Typewise Customer Register
- Prioritywise Customer Register
- Contact Personwise Customer Register
- Zonewise Customer Register
- PaymentTermwise Customer Register
- Relationshipwise Customer Register
- Customer Anniversary Details

PIM Reports

- Telephone Diary
- Mailing Labels Printing
- Mail Merge

Q.) We are running a Marketing company. Can I manage my Sales and marketing activities using STREAMGOLD?

A) Yes! STREAMGOLD is made to manage your sale-marketing-customer services & support. You can easily manage your sales and marketing activities using this software. You can manage your business enquiries with follow ups-actions-responses, communication with customers, salesman appointments and schedules, salesman achievements and performances, business responses, marketing plans, marketing targets and achievements, marketing analysis and forecasting, marketing actions like bulk e mailing-e commerce marketing-postal mailing-tele marketing, reference marketing. direct and indirect marketing. You can also manage communications and performances of your distributors/dealers/channel partners, Past-To-Future Sales and marketing activities. In-Built contact management system is available. Generate great results to increase sales and marketing using this. In-Built Customer Relationship Management (CRM) system will help you out to increase professional and personal relationships with your customers. Your customers will never stop business with you. Expense manager related to sales and marketing is inbuilt with STREAMGOLD which controls your expenses dramatically.

Q) We are into service industry. Can we use STREAMGOLD to manage customer services and support?

A.) Yes ! You can manage your customer services and support very successfully (for any kind of product, any kind of services). Manage your PreSales and After Sales Services, Annual Maintenance contracts, handle customer complaints- responses-follow ups-actions-service calls. Manage appointments and schedules of service engineers. Manage service engineers performances. If you are running a service centre then STREAMGOLD is the final solution for you. Also manages your Rental services incase you are into Rental business. Material Replacement and Stand-By management can be managed very well in this software. Expense manager related to Customer services and support is inbuilt with STREAMGOLD which controls your expenses dramatically. Manages both the types of services, onsite and offsite. Customer Service & Support Analysis and Forecasting, Past-To-Future Customer Services, Customer Services & Support Planner, Reminders for Customer Services & Support Activities can be managed very well.

Q) We are in a vertical type business. You can not count it as a marketing business. We are not into services also. Is STREAMGOLD helpful to us?

A) Yes ! STREAMGOLD is applicable to your business also. It will rise your business to the extreme level of success. STREAMGOLD incorporates unbeatable features for your business.

Q) Is STREAMGOLD useful for a trader or a manufacturer ?

A) Of course ! STREAMGOLD is fully compatible for trading as well as manufacturing business. In short, it is applicable to any type of business.

Q) As a Marketing Manager, can I manage my transactions right from Enquiry to my final sales?

A) Yes ! STREAMGOLD works as a smart marketing manager in this case. Business Enquiry-Follow Ups-Responses-Quotation-Actions-Order-Sales and final despatch, this standard channel can be managed in a practical manner.

Q) Can I manage my Maintenance Contracts of any product?

A) Yes ! You can manage yearly and non-yearly maintenance contract of any kind of product using STREAMGOLD. You can manage both the types of maintenance contracts, comprehensive and noncomprehensive. Item batch info, serial no. info, expiry date, maintenance contract renewal reminders etc. can be managed very well.

Q) Can I manage service calls of any kind of product?

A) You can manage AMC based as well as non-AMC based (Freelance) service calls using this software. Customer complaints - responses - follow ups - actions can be managed in a practical manner. Powerful tracking system of customer complaint, response given by you, your follow ups to manage complaint, action taken by you, service call made for complaint, solution provided to the customer and final result.

Q) What about Customer Complaint - Your Response - Follow Ups - Action - Service Call -Result?

A) Powerful tracking system of customer complaint, response given by you, your follow ups to manage complaint, action taken by you, service call made for complaint, solution provided to the customer and final result.

Q) Can I get reminders for marketing and services activities?

A) STREAMGOLD gives reminders for your sales and marketing activities. You will never forget to call enquiries, send quotations, follow customers, visit customers etc. Same way, STREAMGOLD gives reminders for your services and support related activities. You will never forget service calls, AMC renewal reminders, your payments, replacement, follow ups etc.

Q) Can I manage Appointments and Schedules of my marketing team ?

A) It is very easy to manage daily appointments and schedules of your salesmen. Provides picture of your salesforce very perfectly. Sales Targets of salesman, Sales Achievement, Actual Sales, Sales Calls, Follow Ups for Sales, Salesman Performances can be managed. You will have full control over your sales team.

Q) Can I manage my team of service engineers and customer support executives using STREAMGOLD? It is very easy to manage daily, weekly, monthly, quarterly, yearly appointments and schedules of your service engineers. Provides picture of your service force very perfectly. Manages Service Call Targets of service engineers, their achievements, actual results, service calls made, follow ups for services, service engineers Performances on daily, weekly, monthly, quarterly, yearly basis can be managed. You will have full control over your customer support team.

Q) Can I manage Appointments and Schedules of my service engineers and support team ?

A) It is very easy to manage daily, weekly, monthly, quarterly, yearly appointments and schedules of your service engineers. Provides picture of your service force very perfectly. Manages Service Call Targets of service engineers, their achievements, actual results, service calls made, follow ups for services, service engineers Performances on daily, weekly, monthly, quarterly, yearly basis can be managed. You will have full control over your customer support team.

Q) Is Customer Relationship Management (CRM) InBuilt in STREAMGOLD ?

A) Customer Relationship Management (CRM) is inBuilt in STREAMGOLD . Improve relationships with your customers using time tested techniques mentioned by STREAMGOLD . Your customers will never unhappy with you. Get back your customers who have left business with you.

Q) Is Contact Management System InBuilt in STREAMGOLD?

A) Yes ! Contact Management systems is inBuilt with STREAMGOLD . Manage your business and personal contact by just a keypress.

Q) Can I make and manage my marketing plans using STREAMGOLD ?

A) Manage your sales and marketing plans using this software. You will never make mistakes. Unbelievable features are available. Make a good plan, follow it properly and generate the best results with dramatic control over expenses.

Q) Can I make and manage my customer services and support plans using STREAMGOLD?

A) Manage your customer services & support plans using this software. You will never make mistakes. Unbelievable features are available. Make a good plan, follow it and generate the best results with dramatic control over your expenses.

Q) I am running a Service Centre. Is STREAMGOLD useful to my business?

A) An excellent solution for maintenance people having maintenance facilities in their office or running a professional service centre. Material Inward, Outward with details like problem, action, solution, service engineers performance, product batch and serial no. details, job status, material status and other required options can be managed easily.

Q) I am into business of Rental service. Is STREAMGOLD useful to my business?

A) STREAMGOLD gives you an extraordinary solution incase you are into rental services of any kind of product. Material Rental Outward and Inward management can be done with all required features for rental business.

Q) Can I manage my Expenses and Budgets related to marketing in STREAMGOLD ?

A) Yes ! A great solution to manage your sales and marketing related major and minor expenses. Manages Targets and Actual Expenses, compares it and reports you. Also provides alerts online incase your expense crosses it's limit. Manages avoidable, forceful, compulsory, expected expenses and lets you know the status of expenses you do toward sales and marketing activities.

Q) Can I manage my customer services related Expenses and budgets in STREAMGOLD ?

A) Yes ! A great solution to manage your services and support related major and minor expenses. Manages Targets and Actual Expenses, compares it and reports you. Also provides alerts online incase your expense crosses it's limit. Manages avoidable, forceful, compulsory, expected expenses and lets you know the status of expenses you do toward customer services and support activities.

Q) Can I manage my material replacement & Stand-By in STREAMGOLD?

A) STREAMGOLD gives you this feature which is most required and ignored. Collection of defective material from customer, deliver it to the vendor for maintenance, replacement of customers material for temporary period, collection of repaired material from vendor, delivery of repaired material to the customer and collection of stand by material from the customer, replacement of defective material from vendor and delivery to the customer incase material is not repairable etc. can be managed so professionally that none of your material or transaction will be misplaced.

Q) Can I Manage FREE TIME details of my sales executives and service engineers ?

A) Yes ! We are sure, none of your sales executive and service engineer will sit free if your marketing and services are managed in STREAMGOLD .

Q) Is Mail Merging available in STREAMGOLD?

A) Yes ! Create a letter and take thousands of print outs with different customers details on each letter.Great solution to remind your customers about new products /services. Send monthly newsletters or wish them on occasions.

Q) Can I check my entire sales & marketing scenario at a glance?

A) Yes ! You can check total enquiries, total follow-ups and responses with actions, pending enquiries,total orders, pending orders, total sales, pending sales,enquired amount,ordered amount, Actual sales amount, non ordered enquired amount, salesman's achieved sales, salesman's non-achieved sales,Distributor/dealer/agents achieved & non-achieved sales,areawise-citywise-statewise-zonewise-countrywise-salesmanwise-distriborwise-productwise-clientwise-agentwise maximum sales and minimum sales received , Salesman-Distributor-Agents success ratio,Sales targets, salesman appointments and schedules etc. at a glance.

Q) Can I check my entire customer services & support scenario at a glance ?

A) Yes ! You can check total maintenance contracts signed, total service call made,total complaints-follow ups-actions-responses, total freelance calls made, maximum and minimum complaints given by clients,maximum and minimum calls done by engineers, total completed calls, total pending calls, replacements and stand by status,revenue genetated from maintenance contracts and service calls, pending payments, total maintenance material inwards and outwards, rental material outwards and inwards etc. at a glance.

Q) I am using STREAMGOLD . I want my operator to enter my data but not to modify / delete it.I also do not want my operator to view / print my reports ? Is it possible ?

A) Yes ! You can apply user rights for entries,modification,deletion,printing and view.

Q) What about revolutionery free SMS alerts in STREAMGOLD?

A) Get SMS alerts on your mobile from STREAMGOLD totally free for new enquiries,new orders, actual sales, appointments of salesmen ,follow ups, new signed maintenance contracts, service calls made by engineers, replacements & stand by, AMC Renewals, material inward / outward etc. A brand new concept in information technology. Go anywhere ,you are always connected to your business and office.

Q) Can I manage Past-to-future marketing management & service management?

A) Compares your current business, sales, marketing and performances with the past. You will never repeat your mistakes about sales and marketing in future. It's a commitment from STREAMGOLD. Same way, Compares your current customer services and support performances with the past. You will never repeat your mistakes about services and support in future. STREAMGOLD will help you a lot to make it better and more beneficial for both the parties. You can generate cent percent customer satisfaction ratio.

Q) Can I manage sales targets of my marketing team and compare it with their achievements?

A) Yes ! STREAMGOLD manages sales targets of your marketing team. Also compares their sales with the actual achievements and compares it at a glance. This will help you a lot to take decisions about your marketing team.

Q) Can I manage important tasks and events in STREAMGOLD ?

A) Yes ! Also get reminders about pending tasks and events.

Q) Can I track my product status (related to service centre / stand-by / replacement / rental services etc.) by batch no. and product serial no. ?

A) Yes !

Q) I have many Distributor, Dealers and Channel Partners. Can I keep track of their performances using STREAMGOLD?

A) Yes ! Set Sales target for Distributors / Dealers / Channel Partners and help them achieving it. Distributors / Dealers / Channel Partners performances can be monitored. Manage your Distributors / Dealers / Channel Partners in STREAMGOLD and increase 100 % business with them per year.

Q) What about Reporting in STREAMGOLD?

A) STREAMGOLD provides nearly one thousand (yes, one thousand) different types of reports to view and print. All reports are in a professional manner and as per industry requirements. Supports any type of printer. Applicable to each and every business, industry of any size.

Q) Is it possible to view / print higher authorities reports related to marketing & services?

A) Yes ! Sales & Marketing related actions for Directors, Product Manager, Marketing Manager, Area Manager, Territory Manger, Zonal Manger, State Manager, Country Manager. Same way, Customer Services related Actions for Directors, Customer Support Manager, Area Manager, Service Centre Manager, Zonal Manager, Service Engineers.

Q) What types of FORM reports available to view & print?

A) STREAMGOLD offers you many customizable FORM reports to view & print like Enquiry slip, Quotation, Order confirmation note, Delivery note, Invoice, Material repairing estimate memo, Material acceptance receipt, Material inward challan, Material outward challan, Service call sheet, Service engineers call sheet etc.

Q) What about technical features in STREAMGOLD ?

A) Easy installation, unlimited company creation, less data entries and fast report generation, data import from outlook & outlook express, free training kit, compatibility with all version of Microsoft Windows (i.e. MS Windows 95 / 98 / 2000 / ME / NT / XP / 2003 / VISTA / Win 7 / 8 / 10 or above) ,all printers compatibility, thousands of reports to view and print, fast printing facility, powerful password securities, customizable user rights to add-modify-delete-view-print, easy internal backup and restore procedures, protected database (no chances of data corruption due to viruses, power fluctuation, adware, spyware, hardware and operating system corruption).

Q) I have installed STREAMGOLD. I have hundreds of customers. I do not want to enter those Masters again. Can I import my data from Microsoft Outlook or Outlook Express?

A) Yes ! You can import your customers data from Microsoft Outlook or Outlook Express.

Q) Can I configure functions and operations of STREAMGOLD as per my requirements?

A) Yes ! You can.

Q) Is data secured ?

A) Your data is very secured and covered by security layers and protected by very powerful password.

Q) Please give information about Free Self Running Training Kit?

A) Free self running Training CD comes with our software pack which will teach you how to use the software more efficiently. Just sit back, relax and watch 2 hour live show of usage and each & every function of the software. Latest technology in Indian IT industry. No problem now incase your operator leaves your company. Trainer is always with you. This training kit is very useful for our distributors also. Distributors will just sell the software. Responsibilities of training and support will be taken by this training kit.

Q) What about network compatibility?

A) STREAMGOLD is fully compatible with any type of network / LAN. No limitation for numbers of nodes (workstations). Great solution in case you want to install it on a network.

Q) Which version of Microsoft Windows to be installed as operating system ?

A) STREAMGOLD works on all versions of Microsoft windows. i. e. Ms-Windows 95 / 98 / ME / 2000 / NT / XP / 2003 / VISTA / Win 7 / Win 8 / Win 10 or above.

Q) Any chances of data corruption ?

A) Not at all. Your database is covered by three protection layers .They give a very powerful protection to your data.

Q) Is help available in STREAMGOLD ?

A) Yes ! Online power help is available everywhere which will help you out to use this software efficiently.

Q) Please let me know the technical features available in STREAMGOLD ?

A) Easy installation, unlimited company creation, less data entries and fast report generation, data import from outlook & outlook express, free training kit,,compatibility with all version of Microsoft Windows (i.e. MS Windows 95 / 98 / 2000 / ME / NT / XP / 2003 / VISTA / Win 7 / Win 8 / Win 10 & above) ,all printers compatibility, thousands of reports to view and print,fast printing facility, powerful password securities, customizable user rights to add-modify-delete-view-print,easy internal backup and restore procedures, protected database (no chances of data corruption due to viruses, power fluctuation, adware, spyware, hardware and operating system corruption).

Q) Is printing of reports compatible with any type and any size of printer?

A) Yes !

Q)Are Backup and Restore procedures automatic?

A) Yes ! Backup and Restore procedures are automatic and internal.Procedures can be done on floppies,CD,other hard disk,ZIP drive,Pen drive etc.

Q) Who can use this software ?

A)This software can be used by any company, any individual of any business and industry of any size.Traders,manufacturers, agents, brokers, distributors, dealers, channel partners, importers, exporters, consultants, retailers, professionals (like doctors, chartered accountant, engineers etc.) can use this software. Marketing companies, corporate houses,offices,factories,cal I centres,service centres,mai ntenance and repairing houses,departmental stores,small and medium sized retail outlets,educational centres,research houses,distribution houses,manufacturing units,wholesale houses of any product of any business with any size can take benefits of this software and make their transactions almost double per year.

Thousands of companies and personals related to IT industry, Electronics, Telecom, Electrical,Stock Exchange,Iron & Steel,Textile,Metal Industries, Pharmaceuticals, Garments, Air Conditioner & Refrigeration,Plastics,papers,Food, Entertainment,Machinery and Machine Tools,Chemicals & Colors, Real Estate, Rubber, Furniture & Fixtures, Transports,Travels & Tours, Glass, Medicines, Wood ,Power, Printing, Financial Institutions, Marketing Companies and Agencies, Recruitments, Office Automation, Stones, Jewellery, Health ,Handicrafts, Cosmetics, Metal Fabrications, Couriers, Security Systems, Industrial Cables & Wires, Hardware, Automobiles, Gift Articles, Construction,Education,Arts,Lubricants & Oil, Energy,Agriculture,Ayurvedic,Gas,Home Appliances, Insurance, Photography, Sports are using this software successfully. You are an Indian company or an overseas corporation,trader-manufacturer-agent or service provider,dealing with public and private sectors or government sectors, STREAMGOLD is for you .This will upload your business and reputation to the highest level of success.

Contents of the Pack

Contents of STREAMGOLD software pack:

1. Four-color Software Box (completely sealed and protected)
2. Software CD (media)
3. User Manual & Guide
4. Installation Procedure & Activation Sheet
5. Software License Agreement
6. Brochures & Leaflets
7. Other Required Stationeries

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