



Simple, Efficient and Effective Outsourcing **Enterprise Content and Document Management**

The Rosetta Sourcing Limited Contact and Marketing Solution is a scalable, open customer relationship management, campaign management, Sales Force Automation and customer support engine. Based on the SugarCRM Solution, it supports a wide range of features and capabilities, delivering exceptional value for money through the utilization of open, vendor neutral technologies. This RSL Solution is available as either a full Service offering (i.e. hardware, software, configuration and support) - "Software as a Service" or alternatively as a Standard application installation.

Used widely across public sector, financial Services, Telecoms and the retail sector. SugarCRM provides an advanced, highly functional and configurable alternative to the traditional CRM offerings. SugarCRM is available as either a "community" license ("Open Source") or as a licensed vendor supported version. It is built using open, standard architectures enabling it to be simply integrated into the corporate infrastructure, both at the desktop level and at an Application/Architecture level.

Rosetta Sourcing Limited provides professional implementations of this unique product backed up with commercial support services to give a real alternative to a wide range of business problems.

Key Features

- Full range of CRM functionality with enterprise grade Marketing and Sales Force Automation, Reporting, Collaboration, Customer Support and Self servicing capabilities.
- No user based licensing, no vendor lock in.
- Straight forward/clear pricing.
- Very low Total-Cost-of-Ownership
- Available as a totally outsourced solution, with no internal IT dependencies.
- Simple trial packages available to enable easy evaluation and POC
- Enterprise Scale, able to grow from Simple departmental Solutions to company wide deployments

Technical Features

- No desktop installation required, Browser delivery using AJAX/Web 2.0
- SOA/open architecture, integrating easily into existing strategic platforms (e.g. windows, Linux, Oracle, SQL Server etc).
- Extensive integration capabilities (Web Services, RSS, etc).

Why Rosetta Sourcing

- *Complex Solution Delivery Experience*
 - *Over 20 years delivering in ECM and DMS Solutions*
 - *Agile, flexible, efficient Supplier*
 - *Complete life cycle support for open systems to European businesses*
-

www.rosettasourcing.com
Tel: +44 (0) 203 384 3351

The SugarCRM is a Trademark of SugarCRM, Inc. (www.sugarcrm.com). All Rights Reserved.