



Simple, Efficient and Effective Outsourcing

Rosetta Sourcing Community Based CRM

The RSL CRM Solution is available either as a totally outsourced remotely hosted Service or as a traditional application package installed on a customer supplied infrastructure. This choice enables customers to access the wide capabilities of the SugarCRM platform as a business Service, without the need to worry about deployment, infrastructure, integration and sufficient internal resources.

The RSL CRM **Group Service** is designed for up to 30 active users (with unlimited ah hoc users), providing the full range of Reporting, Marketing Automation, Sales Force Automation, collaboration and Customer Support Services. The CRM **Departmental Service** is designed for up to 60 concurrent/active users, again will no limitations on the total number of adhoc business users.

Key Facts

1. Hosted (Outsourced) Service

- No capital costs, Simple Business Service
- No internal IT support required
- Secure service available via the internet, using the browser to deliver to the desktop.
- Full hardware, software and application support, with one help point/SLA.
- No User based licensing
- Easy enough to be Customer configured if desired
- Managed DR/Backup Service to ensure always-on/always available
- Easy Proof on Concept/Evaluation packages available

2. Managed Application Deployment

- Deployment to your strategic platforms and architectures to ensure easy co-existence into your existing infrastructure.
- Same professional support service, ensuring a stability of a business critical application.
- Optional remotely hosted/managed DR Service.
- Standard configurations available to make purchasing and procurement easy.
- Based on an Open platform, that easily integrates into the corporate environment via the desktop, as well as via web services, and existing portals etc.

Why Rosetta Sourcing

- *Complex Solution Delivery Experience across the enterprise landscape.*
- *Over 20 years delivery in ECM and DMS Solutions*
- *Agile, flexible, efficient Supplier, with a wide range of in-house capabilities and skills.*
- *Complete life cycle support for open solutions to European businesses*

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