



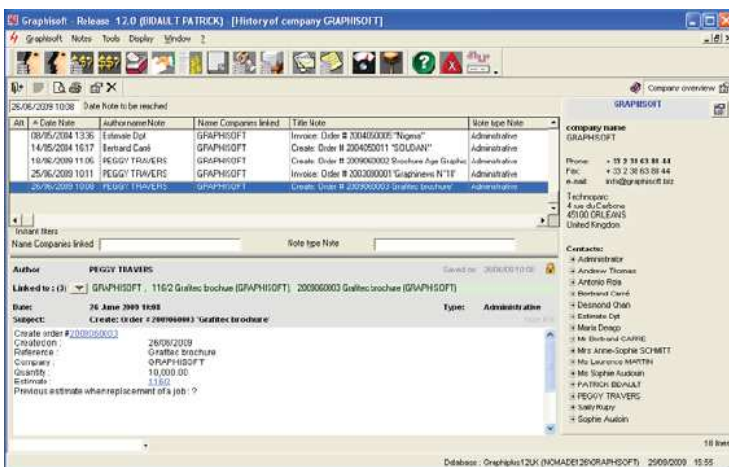
## C.R.M. (\*)

GRAPHISOFT  
BY RHAPSO

GS CRM (\*Customer Relationship Management) enables you to record, organize and retrieve information exchanged with customers, suppliers and business partners, assuring **strategic management** and **effective follow-up**. The CRM data is accessible from any Graphisoft module.

Emails, internal messages, notes, sales reports, invoices, estimate follow-up ticket –in short, any exchanged information can be stored and retrieved. Emails are **automatically linked** to the customer ID, estimate and job. You can share any information regarding customers, estimates, jobs, subcontractors and suppliers with your team.

GS CRM is not only indispensable for generating sales reports, managing contacts and following-up on estimates and customer requests, but it enables you to **truly manage customer relationships** by recording all exchanges with customers and orders placed with sub-contractors and suppliers, and keeping this information in the job history.



### Key Features

- Create customer files with customized fields
- Group information by classification
- Inform team members
- Archive customer history
- Receive notification of new information or tasks to be carried out
- Link incoming email to related items (estimates, orders ...)
- Email and mass email management

### Key Benefits

- Increase customer service quality thanks to better understanding of customers' needs.
- Keep current customers satisfied
- Win new customers
- Increase revenue

Rhapso is a software editor.

Initially designed to meet expectations from the corrugating industry, EmaPack solution has been quickly expanded in order to provide folding cartons plants, transformers, paper industries and traders with a state-of-the art global ERP.

Moreover Rhapso sells Graphisoft as a leading solution for both printers and actors of the printing eco system.

4000 users on 1000 sites located in 30 countries are running Rhapso solutions all over the world. Rhapso is a CIP4 full member and supports JDF connections with all major suppliers of the market place. Visit our website: [www.rhapso.com](http://www.rhapso.com)