

# YOUR RESULTS



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## Results CRM 2010 – Exciting New Look for our 25<sup>th</sup> Anniversary!

A new decade, a new look! As we approach our 25<sup>th</sup> Anniversary, the upcoming year will be an important milestone for our products and for our company.

Our developers are busy working on our biggest release to date, *Results CRM 2010*. *Results 2010* will deliver enhanced functionality and a slick new look. We're excited about providing our customers with a more intuitive interface and a more modern feel.

The screenshot shows the 'Contacts Data Management Center' interface. At the top, there is a navigation menu with options like Home, Contacts, Calendar / Scheduling, Sales & Marketing, Services & Projects, Time & Expense, Finances, Reports, Tools, and Help. Below this is a toolbar with various icons for actions like Add New, Standard Search, Advanced/Named Search, Standard Reports, Labels, Potential Duplicates, Ad-Hoc Reports, Outlook Integration, Import, and Export. The main area is a table with columns for ID, Display Name, Type, Last Name, First Name, Company Name, Assigned..., and Sales Rep. The table contains several rows of contact data, with row 1003 highlighted in orange.

ID	Display Name	Type	Last Name	First Name	Company Name	Assigned...	Sales Rep.
1001	Anderson, Stephen (Sidco Construction Comp...)	CLN-M	Anderson	Stephen	Sidco Construction Company	Mary	Sally
1002	Mc Kinzi, Jennie (The Hardware Store)	PROSP	MC Kinzi	Jennie	The Hardware Store	Mary	Mary
1003	Murphy, Fred (Marble Construction)	CLN-R	Murphy	Fred	Marble Construction	Mary	Mary
1004	Murphey, Freddie (Discount Market)	CLN-R	Murphey	Freddie	Discount Market	Dimitri	Dimitri
1005	Murphy, Freddy (Modern Remodelers)	CLN-M	Murphy	Freddy	Modern Remodelers	Frank	Mike
1006	Peterson, Ronald (BestProducts)	CLN-R	Peterson	Ronald	BestProducts	Mary	Dimitri
1007	Smith, Sheila (CSCI)	CLN-R	Smith	Sheila	CSCI	Dimitri	Dimitri
1008	The Corner Computer Store (Michael, George)	CLN-R	Michael	George	The Corner Computer Store	Mary	Dimitri
1009	MC Kenzy, Jenny (Phonetics Testing Company)	VEN-A	MC Kenzy	Jenny	Phonetics Testing Company	Frank	

*Results 2010 will deliver enhanced functionality with a new look!*

The screen above is a sneak peak of what we'll be delivering in the first Quarter of the New Year.

Accessing the data you use to run your business will now be even easier! For example, *Results 2010* includes new technology for the DMC that allows a user to simply drag one or more fields (like the State or Assigned To fields) and instantly group the whole DMC contents by the selected field(s)! In addition, a user can dynamically filter the DMC contents by simply typing in the top section of one or more columns.

Email us at [BetaTeam@Results-Software.com](mailto:BetaTeam@Results-Software.com), if you're interested in being on the *Results 2010* Beta Team.

We will keep you updated with the Results 2010 Beta and final release schedule.

## Using CRM to Gain and Maintain a Competitive Edge

Once considered a luxury, CRM software has become a critical component for success. CRM provides firms with competitive marketing advantages and improved client satisfaction. In difficult economic times, customer loyalty and the success of marketing efforts are the key ingredients for survival.

Naseem Saab, President and Founder of Results Software, will be the featured speaker on CRM at the Sleeter Group's Next Generation Accounting Solutions Conference. His presentation will highlight how CRM is used by businesses to gain and maintain a competitive advantage.

This conference is the premier event for the small business accounting consultant community and will be held November 9-12 in Orlando, Florida.

Visit [www.SleeterConference.com](http://www.SleeterConference.com) for information or to register for this event.

Email us to receive a copy of the presentation or, better yet, attend in person.

**Results**<sup>®</sup>  
Grow your business with Results<sup>™</sup>

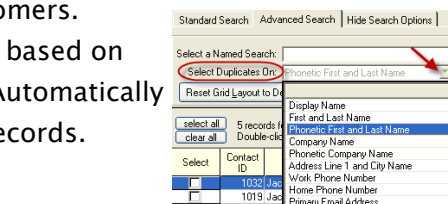
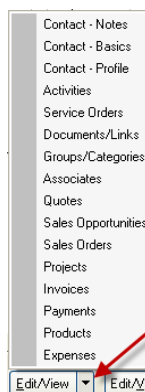
## Five New Modules Added to *Results CRM* – Download Today!

The current release of *Results CRM* includes the five new modules that have been delivered throughout 2009:

- **Sales Orders:** Quotes can now be converted to Sales Orders, which will integrate with QuickBooks. With one button, generate full or partial Invoices from a Sales Order.
- **Purchase Order Views:** Provides visibility of your QuickBooks Purchase Orders, from within Results.
- **Mass Update:** Select one or more contacts and a) Update contents of one or more fields, b) Add or Delete a Group, or c) Add Activities or Service Orders to create tasks/assignments in mass.
- **Mass Renewal:** Quickly identify upcoming, expiring memberships or maintenance contracts and automatically generate invoices for the associated members or customers.
- **Duplicate Management:** Quickly identify potential duplicate records based on various criteria. Once identified, a) Edit these records in groups, b) Automatically combine them into a single Contact, or c) Move them as Associate records.

You'll also enjoy our Top 10 list of recent enhancements:

1. New Contact & Activity screen layouts to choose from
2. Instantly access the associated Contact from any DMC
3. Option to automatically maximize all DMCs
4. Ability to open multiple forms from the same DMC
5. Redesigned QBI Desktop with checkbox selections
6. New shortcut menu to Edit / Add related Contact data
7. New Email Form to quickly email contacts from Results
8. Find clients that did **not** buy specific product(s)
9. Find contacts by Territory and multiple Groups
10. Easier interface for Named Searches on Date fields



Make sure to download the latest Results release from our Customer Care site. Visit [www.Results-Software.com](http://www.Results-Software.com)

## New Customer Care *Monthly Payment Plan* Option

We are pleased to announce a new monthly payment option for Customer Care renewals. We now offer this budget-friendly way to maintain full Customer Care benefits as an alternative to full up-front payment.

Results Customer Care continues to provide clients with unlimited support, unlimited upgrades (including *Results 2010*), unlimited access to our Online Video Library and unlimited instructor-led training.

Contact us for the new Payment Plan details at 800-713-7013 or via email at [Info@Results-Software.com](mailto:Info@Results-Software.com)

### Special Points of Interest

- ✓ Try our new Online Video Library, to access How-To videos and recorded Results Training Classes.
- ✓ Order your add-on licenses directly via our new eCommerce website. Click the "Buy Now" button!
- ✓ New Financing Options now available for all Results products and services – call us for details.
- ✓ We would love to hear from you – write us with your feedback to: [Newsletter@Results-Software.com](mailto:Newsletter@Results-Software.com)