



Get ROI from Professional Services Projects

Key Features

- Zero footprint web-client
- Configurable workflow to match your process
- Monitor project milestones and deadlines
- Track project details and client communication
- Track deliverable and requirements
- Plan activities and tasks
- Manage resource usage (human or physical) including time entry
- Automatic status change notifications
- Get visibility into key project metrics like total hours spent, expenses, and overall cost
- Comprehensive reporting and querying (no IT support required)
- Multiple project capability to support multiple project groups
- Multi-level group security and SSL support
- Up and running in days
- Enforce business process Rules
- Part of a complete CRM solution

Soffront professional services project management solution ensures service and delivery excellence. It enables companies to improve utilization by keeping the right resources on the right project and an easy way to track and monitor all time and expense related data. It provides a central location for managing the key aspects of projects, including their status and target completion dates. Separate defect, resources and change request tabs keep key information within easy reach. Your team can log and manage defects as they arise.

Improve Team Collaboration

Conduct team activities with a shared view of the project information, Activity Alerts, and a Collaborative Calendar. Resolve conflicts in project schedules and get better visibility into key project activities.

Manage Project Resources

Manage and plan resources based on skills and availability. Track human or physical resources by their relationships to projects through roles and time spent. Effectively manage your resource pool to optimize utilization and profit margins by staffing the right resources to the right project.

Manage Change Requests

Manage and authorize project change requests. New change requests automatically update the project time and cost factors.

Track Project Expenses

Enter your expenses and submit them for approval. Manage reimbursements and billing for appropriate expenses incurred throughout the project lifecycle.

Project costs are calculated automatically based on hours worked vs. hourly rate of resources. Measure key metrics like total expenses per project, project cost by tasks and resources, etc.

Manage Project Time

Tracks the amount of time a resource spends on a task associated with a project. Manage project time through creation, submission, and approval. Project resources can enter time for completed work. Project Managers can validate and approve time entered for billing.

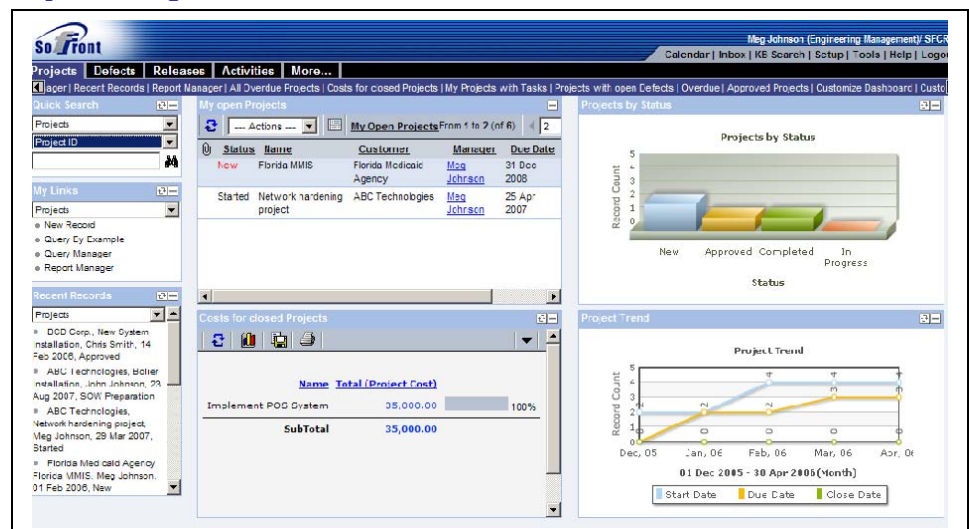
Project Calendar

View team schedules, resolve conflicts, and plan for the future by month, week, or day. The Project Calendar is tightly integrated with Microsoft Outlook Calendar. Create group activities and invite users and contacts. Improved calendar personalization options include the ability to display calendar items vertically or horizontally.

Measure Project ROI

Measure return on investments of your projects such as project billings, project cost, current project profitability, and percent complete. Easily get information on resource availability, income projection and project profitability. Measure actual profit or loss value for each project based on roles and expenses.

Project Manager Dashboard



Anytime, Anywhere, Wireless access

With the addition of the Soffront Mobile module, your project team gets up-to-the minute information using a Palm OS, Windows CE or WAP device. Prepare resources fully during an onsite visit and deliver quick access to critical info during onsite project meetings.

Comprehensive Queries & Reports

Soffront Project Management comes with several pre-configured queries and reports. Create queries and reports easily without help from IT. Render reports in text format or colorful graphics, including trend lines, bar charts and pie charts. Custom graphic reports can even feature immediate detail through clickable drill down.

Part of a Complete CRM Solution

Soffront offers an integrated web-based CRM solution spanning Marketing and Sales Force Automation; Quotation and Order management, Customer Service and Employee Help Desk functions of your organization. A Soffront CRM system is composed of the CRM Server Suite, plus any combination of other modules. These modules are all integrated and together form a comprehensive and powerful integrated CRM system.

Flexible Licensing

Soffront offers an end-to-end CRM solution. However, because the Soffront solution is modular, you don't need to deploy the entire solution at once. Select the modules you need today, and activate the rest when you are ready.

The Soffront Advantage

- Over 15 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

PS Project Management

- Create, track and manage projects.
- Standard dashboard configuration, reports and queries for Project Manager and project team roles.
- Monitor project milestones and deadlines
- Plan activities and tasks.
- Workflow and process management.
- Manage resource usage.
- Time Track Module (Optional).

Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management includes group scheduling and support for multi user time zones.
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools– easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities, with better duplicate resolution and auto assignment of records.
- New Google Map Integration.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications, template driven notification rules.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

Add-Ons

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



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