



InTouch Overview Guide

The UK's only Integrated CRM and Communications platform' for SME's

Free support, regular updates and 24/7 web accessibility from any location - all from just £17.99 per user per month!

Sign up for a free trial at www.intouchcrm.co.uk

InTouch is developed by:  **CUSTOMERSREALLYMATTER**



The most complete integrated CRM and communications platform for SME's

Owned, developed and supported in the UK

Key Benefits:

- Up to 20 different users available within 1 customer account
- 200MB document space per customer account
- Up to 5,000 free user emails per month
- Data Protection Compliant
- Totally secure and only accessed with a secure username and password
- Backed up each day, ensuring your vital customer data is never lost
- Access from any PC/Device that is connected to the Internet
- No software needed to be downloaded
- Supported by friendly UK based people
- Free Contact Management version or pay to use full functionality
- No Contract required, Contact data accessed by you only

InTouch Feature Summary:

- Hosted CRM System
- Contact Database
- Custom Data Fields
- Integrated Reports Functionality
- Email Marketing
- Email Campaign Reporting
- SMS Marketing
- Survey Communications
- Interactive Shared Calendar
- Document Storage & Sharing
- Mailmerge Functionality
- Record your leads

ALL FOR ONLY £17.99 PER USER PER MONTH

As used by:



Swansea City AFC



Audi
south west

INTOUCH FREE
INTOUCH PAID

CONTACT DATABASE:		
Unlimited Contacts & Groups	✓	✓
Number of Custom Fields	1 Custom Field	20 Custom Fields
Data Load	✓	✓
WORKFLOW:		
Unlimited Calendar Entries	✓	✓
Calendar Email Alerts	✗	✓
Unlimited Contact History Items	✗	✓
Add Contact History Items by Email	✗	✓
Document Storage Space	✗	200MB Storage Space
Customer Service Tickets	✗	✓
Unlimited Sales & Leads	✗	✓
Unlimited Reports	✗	✓
MARKETING CAMPAIGNS:		
Create & Preview Email Campaigns	✓	✓
Create Unlimited Email Templates	✓	✓
Send Out Email Campaigns	✗	✓
Free Email Credits	✗	5,000 free email credits
Create SMS Campaigns	✓	✓
Send Out SMS Campaigns	✗	✓
PRICE:	FREE!	£17.99 per month

InTouch is the perfect tool to help you!

It is:

- + *Simple to use*
- + *Supported by real people*
- + *Cost effective*
- + *Has no contract restrictions*
- + *Saves time*
- + *Saves money*
- + *Enables sharing of information with colleagues*
- + *Provides excellent reporting*
- + *Provides customer insight*
- + *Continually developed*
- + *Used by 000's of organisations across the UK*

Register for the free version and see for yourself what InTouch can offer!



Customers Really Matter was founded in September 2005 to meet the growing demand for affordable and easy to use Customer Relationship Management (CRM) Systems. Initially based as a small team in Oxford, we have since expanded and relocated to Weston-super-Mare, taking on more staff to meet our level of growth.

Everything we do at CRM is based upon the idea that the customer is the lifeblood of business. This applies both to our services, which help organisations build and strengthen customer relationships, and also in the service and support we provide to our clients before, during and after projects.

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VAT No: 862 7218

Data Protection No: Z1238358