



THE COMPANY & THE TEAM

Incorporated in 1981, **Info-Electronics Systems Inc. (IES)** is an engineering, integration and project management company. Working in the field of computer-based technologies, IES develops application software for eBusiness, Customer Relationship Management, Multimedia and Interactive Training. With its headquarters in Montreal, Canada, IES has an additional office in New Delhi, India.

As an Alliance Partner of Siebel Systems, Inc., IES is a full solution provider and has developed a strong Development Life Cycle Methodology for Siebel Projects. IES' team of experienced and certified Siebel consultants has assisted several clients in the development and implementation of custom-tailored projects. Moreover, IES is a Microsoft Business Solutions Partner, providing CRM Solutions to mid-market businesses.

IES EXPERTISE

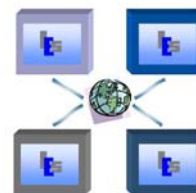
The Technology Domain

Technology-based software development in:

- **eBusiness & CRM**
 - Professional Services
 - Enterprise Solutions
 - Small to Mid-Market Solutions
 - Wireless Handheld Solutions
 - Integration of Siebel Systems' Verticals (Call Centre, ePharma, eSales, eChannel)
 - Integration of Siebel Systems' Global Communication Networking Solutions



- **Multimedia & Interactive Training**
 - Graphic & Web Site Designing
 - Multimedia Corporate Presentations & CD ROMs
 - Multimedia CBTs, WBTs & Educational CD ROMs



- **Legacy Data Importation**
 - Data Importation from Legacy System to a modern ERP or CRM System



IES KEY DIFFERENTIATORS

- Business solutions tailored to solving customers' needs
- Proven experience in both private and public sectors
- Experienced, knowledgeable and dedicated consultants
- Structured, disciplined project management methodology
- Comprehensive technical training and state-of-the-art facilities
- Provision of most cost-effective solutions



CUSTOMER KEY BENEFITS

- A full service “solutions-oriented” team that provides the highest quality, value-added services
- A financially sound company in business for more than 20 years
- In-depth experience in complex software project implementation
- Strong Quality Assurance and testing capability



IES & CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

CRM Benefits

- More effective reach and marketing
- Improved customer service and support
- Enhanced customer loyalty
- Greater efficiency and cost reductions
- Improved company communication and networking through better access to quality information
- A better stand against global competition

IES' Objective

- Our objective is to create an environment that would not only ensure growth of the company, but also fulfill the client's objective(s) in relation to the company-client partnership.
- IES wishes to enable its customers to **manage, synchronize, and coordinate Sales, Marketing, and Customer Service** across multiple channels such as the **Web, Call Centres, Field Sales & Service, and Reseller Channels.**



IES CRM ACHIEVEMENTS

- IES has taken part in the installation and deployment of a worldwide Siebel Call Centre, Siebel Sales, and eChannel applications for high-profile companies.



IES PARTNERSHIPS

- Partnering with IES is a two-way commitment to success, where each partner has obligations and benefits. It is a means of defining a relationship, which results in a **win-win situation.**



IES is a Base Consulting Partner with Siebel Systems, Inc.



IES is a Microsoft Dynamics Certified Partner.



IES is an Authorized Commercial System Reseller of Compaq Inc.

IES is a Partner with ManagedOps, an ASP Plus.



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