

CRM applications give agencies the means to reach out to constituencies

Company	Product	Description
ACCPAC International Inc. Richmond, British Columbia 604-207-3582 www.accpac.com	ACCPAC eCRM	An integrated sales, marketing, customer support and call center automation system; completely Internet- and WAP-enabled
Aegis Communications Group Inc. Irving, Texas 800-332-0266 www.aegiscomgroup.com	Aegis CRM Solutions	Service-oriented inbound/outbound contact management CRM program that integrates Aegis' CRM components (Windows 2000 with SQL Servers, PeopleSoft CRM module and eGain for online care and acquisition) with customers' own CRM modules
Amdocs Ltd. Chesterfield, Mo. 314-212-7000 www.amdocs.com	ClarifyCRM	A suite of CRM applications that integrate all customer applications and deliver a unified view of the customer; provides comprehensive, integrated coverage across sales, service and support, marketing and analytics
Astea International Inc. Horsham, Pa. 610-642-8253 www.astea.com	AllianceEnterprise CRM Suite 5.5	A CRM suite with support for SQL Server and Oracle 9i databases; equipment service orientation; issues service and repair orders; integrates billing, taxation, payment, project management, inventory and remote data search
Art Technology Group Cambridge, Mass. 617-386-1000 www.atg.com	ATG 6	An online CRM suite with advanced commerce, portal, publishing, analytics and search modules; enables clients to build their own online CRM apps
Avaya Inc. Basking Ridge, N.J. 866-462-8292 www.avaya.com	Avaya CRM	A set of CRM apps and services that focus on interaction management, commitment management and business intelligence; builds on collaboration, back- and front-office operations, business processes and analytical tools
Brainshark Inc. Burlington, Mass. 781-313-3000 www.brainshark.com	Brainshark Communications Platform	A CRM toolset for creating media-rich communications using Web browsers and telephones; provides robust content management, tracking, scalability and open architecture for enterprises
Blue Pumpkin Software Inc. Sunnyvale, Calif. 408-830-5400 www.bluepumpkin.com	Workforce Optimization Suite	Comprehensive CRM for optimizing customer-centric employee and performance processes; aligned with the company's Strategic Consulting Services for CRM
Broad Daylight Inc. Santa Clara, Calif. 408-551-4740 www.broaddaylight.com	Broad Mind	A Web self-service CRM application that allows client organizations to answer questions instantly on their Web site, reducing inbound e-mails and phone calls; designed as a standalone application
Coherity Inc. Palo Alto, Calif. 650-213-3500 www.coherity.com	Integrated Customer Care Solution	An integrated CRM platform that provides a scalable interactive XML data platform for sharing customer information and managing change across the virtual enterprise
E.piphany Inc. San Mateo, Calif. 650-356-3800 www.epiphany.com	E.piphany E.6	An integrated Web-based solution that merges analytical and operational CRM capabilities to drive personalized interactions with customers; can be integrated with existing CRM systems
Evolutionary Technologies International Inc. Austin, Texas 512-383-3000 www.eti.com	ETI Solution Version 5	A Web suite for delivering enterprise data management through Microsoft's .Net technology; accesses, transforms and moves data through multiple systems and applications
E-Z Data Inc. Pasadena, Calif. 800-777-9188 www.ez-data.com	Enterprise CRM Platform	A Web CRM productivity suite that provides comprehensive out-of-the-box functionality; comes with a common database platform for synchronizing sales, marketing and customer service functions
Firstwave Technologies Inc. Atlanta 770-431-1200 www.firstwave.net	eCRM Suite	A Web CRM set of applications with a central data repository for a full view of customer histories; eWorkbench tool for rapid deployment and customization within an organization
Information Management Consultants Inc. McLean, Va. 703-893-3100 www.imc.com	InfoRevelation	A CRM system designed for federal departments; categorizes and locates precise information employees and citizens need on the departmental Web site or their intranet
Knowlagent Inc. Alpharetta, Ga. 678-356-3500 www.knowlagent.com	KnowDev Platform	A CRM suite with fBuilder, manager, student and reporter modules; allows employees to write CRM action courses, deliver them to an agent desktop and track employee performances
Knowledge Impact Wayland, Mass. 508-651-0800 www.knowledgeimpact.com	KnowledgeMate	A comprehensive CRM e-learning suite with Web training, a performance support system and a self-help knowledge portal; provides the tools to keep employees informed of an organization's practices
Magic Software Enterprises Inc. Irvine, Calif. 949-250-1718 www.magicsoftware.com	Magic eMerchant	A customizable e-commerce center with a scalable multitier architecture, complex catalog management, differentiated offerings, multilingual and multicurrency support, integration with back-end and fulfillment systems

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MicroStrategy Inc. McLean, Va. 703-846-8600 www.microstrategy.com	MicroStrategy 7i	An integrated business intelligence program for the enterprise; integrates full range of reporting, analysis and information delivery capability into a single platform; includes CRM capability
Microsoft Corp. Bellevue, Wash. 425-882-8080 www.microsoft.com	Microsoft CRM	A comprehensive CRM system for small to midsize organizations; based on Microsoft's .Net platform; accessible from both Microsoft Outlook and the Web
MindArrow Systems Inc. Huntington Beach, Calif. 714-536-6200 www.mindarrow.com	MindArrow Messenger	Lets organizations send branded, trackable HTML communications and virtual file attachments from an integrated Web application or from an Outlook plug-in
Oncontact Software Corp. Cedarburg, Wis. 262-375-6555 www.oncontact.com	Client Management Software 6.0	A customizable, Web CRM system that lets users manage sales, marketing and customer service from a single software suite; features advanced analytics, out-of-the-box Call Center integration; works with MS Outlook and Lotus Notes
Oracle Corp. Redwood Shores, Calif. 650-657-5176 www.oracle.com	E-Business Suite III	A CRM suite that integrates customer, employee and supply chain operations and data; works with Oracle 9i database and Oracle 9i Application Server; designed as part of Oracle's Technology Outsourcing package
PeopleSoft Inc. Pleasanton, Calif. 925-694-3000 www.peoplesoft.com	CRM for Government	An Internet constituent relationship management system designed for government; helps develop an agencywide strategy for staying connected to constituents
Performix Technologies Ltd. Burlington, Mass. 617-637-3063 www.performixtechnologies.com	Emvolve Performance Manager	Software that sets performance goals for agents and views performance statistics from a Web browser; collects data from phone switches, work force management software and CRM software
Pivotal Corp. Kirkland, Wash. 425-455-4230 www.pivotal.com	Pivotal Service Product Suite	A Web CRM application with customer service, contact center, e-service, wireless and service analytics modules
Presenter Inc. San Jose, Calif. 800-908-9188 www.presenter.com	iPresentation Suite	Presentation/CRM software that automates the process of creating, managing and delivering time-critical communications and learning with maximum speed, impact and consistency; multiple delivering options including the Web, notebooks, Pocket PCs and telephones
RCG Information Technology Edison, N.J. 800-350-9770 www.rcgit.com	IT Solutions	Integrator of CRM systems, tailored for an organization
Siebel Systems Inc. San Mateo, Calif. 650-295-5111 www.siebel.com	Siebel 7	A CRM system with 20 e-business applications; tailored suite of packaged implementations for CRM and employee relationship management
SAP America Inc. Newton Square, Pa. 610-661-1000 www.sap.com	mySAP CRM	A suite of CRM products and services with operational, analytical and collaborative modules; allows customer interaction via telephone, fax, e-mail or the Web
Roundarch Chicago 312-529-2400 www.roundarch.com	Enterprise Value Identification Methodology	An outsourced business case methodology that consolidates disparate in-house technology into one enterprise portal architecture, streamlines content management and workflow, provides self-service information access to customers
Soffront Software Inc. Fremont, Calif. 510-413-9000 www.soffront.com	Soffront CRM Suite	A CRM suite with marketing automation, sales automation, customer support, employee support and customer portal solutions; customer support channels include the Web, e-mail, VOIP and dial-up phone
Strategix Performance Inc. Costa Mesa, Calif. 714-556-9200 www.strategixperformance.com	UMD Version 9	A comprehensive suite that combines employee performance management, enterprise incentive management and CRM; delivered via user license or via hosted outsourcing
Talisma Corp. Kirkland, Wash. 877-373-7848 www.talisma.com	Talisma eCRM Suite	A comprehensive Web e-CRM system that provides electronic service, sales and marketing apps for organizations depending on Web connections with their customers
TriVium Systems Inc. Hillsboro, Ore. 877-439-9338 www.triviumsystems.com	SimpleRM	A Web CRM platform through which up-to-the-minute customer information and interactions can be shared throughout the organization whether they occur by phone, e-mail, Web, fax, chat or wireless
Unisys U.S. Federal Systems Group Falls Church, Va. 703 575-2500 www.unisys.com	Unisys CRM Services	A comprehensive CRM planning service built on four services: CRM planning, CRM interaction planning and roadmap, CRM interaction deployment and CRM review and validation