



Fast. Reliable. Affordable CRM.

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Milwaukee
Chicago
Indianapolis
St. Louis
Los Angeles
Orange County



TopLine Results Corporation is a full-service consulting firm specializing in customer relationship management (CRM) solutions using industry-leading CRM software. Our approach ensures success for our clients' CRM initiatives by helping select and formulate the right tool based on their needs. Implementing these solutions help tie together sales, marketing and customer service to provide a 360° view of customer-facing interactions to better manage, maintain and service every customer or prospect.

Founded in 1999, TopLine Results has successfully implemented CRM solutions for hundreds of satisfied clients. Our company is headquartered in Milwaukee, Wisconsin, and has satellite locations in Chicago, Indianapolis, Los Angeles and St. Louis.

TopLine Results, a certified business partner with Sage Software, was recognized as the Sage Software Business Partner of the Year for 2002, 2003 and 2007, and has achieved Sage President's Club status each year since 2001. With over 30 years combined CRM experience, our company holds more than 30 CRM certifications.

Professional Consulting

TopLine Results provides leading CRM software and superior services at affordable prices. We assemble a team of CRM experts to take your project from planning and development through implementation, training and support.

Available services:

- Planning and data analysis
- Database development
- Database conversion
- CRM integration
- Database synchronization
- Database installation
- Custom programming and add-on development
- Dashboard development and reporting
- Mobile integration

Training Services

Training is a critical element to your successful CRM implementation—ensuring the most effective use of your chosen CRM system. TopLine Results training is interactive, enjoyable, and customizable—specific to your company's needs and business processes.

We offer customized corporate training as well as standard public training courses—all available on-site, at our training facilities or on the web, with an experienced CRM trainer.

Support

A technical support plan is an indispensable complement to your CRM system. TopLine Results offers several remote support options to help keep your system running smoothly and assist with your database maintenance and administration. Our remote support options via telephone, e-mail or over the web eliminate the need to travel and allow us to help you with greater flexibility and cost effectiveness.

Database Hosting

TopLine Results provides turn-key solutions with our professional database hosting services. No need to purchase or maintain expensive hardware. Your monthly hosting fee includes regular database maintenance, a secure back-up of your data and access to either a web-based system, an off-line system or a combination of both.

Customer Relationship Management

ACT! • Sage CRM • Sage SalesLogix • Microsoft Dynamics CRM

ACT! by Sage

ACT! by Sage is the #1 selling contact and customer manager with more than 2.5 million individual users and 35,000 corporate customers. Renowned for its high end-user adoption and easy-to-use interface, ACT! offers a cost-effective solution for your business which can be implemented quickly and is easy-to-maintain. The system is flexible and can be configured on premise or in a hosted environment.

Sage CRM

Sage CRM is a web-based solution offering an easy-to-use, quick-to-deploy, feature-rich CRM with enterprise-wide access to vital customer information—anytime, anywhere. Available as a hosted solution or on premise, Sage CRM allows you to better manage your business by integrating field sales, internal sales, customer care and marketing information. Reduce administration by managing all aspects of the application directly from the server!

Features	Benefits
Ease of use	Maintain current customer information
Remote office options	Centralize data
Customizable	Pipeline/forecast
Integration with Microsoft Office and e-mail	Lead tracking
Accounting integration	Simple reporting

Features	Benefits
Account centric	Maintain current customer information
Modules for sales, marketing, service/support and lead management	Centralize data
Automated processes	Pipeline/forecast
Web based	Lead tracking
Customizable	Robust reporting
Outlook and Microsoft Office integration	
Accounting integration	

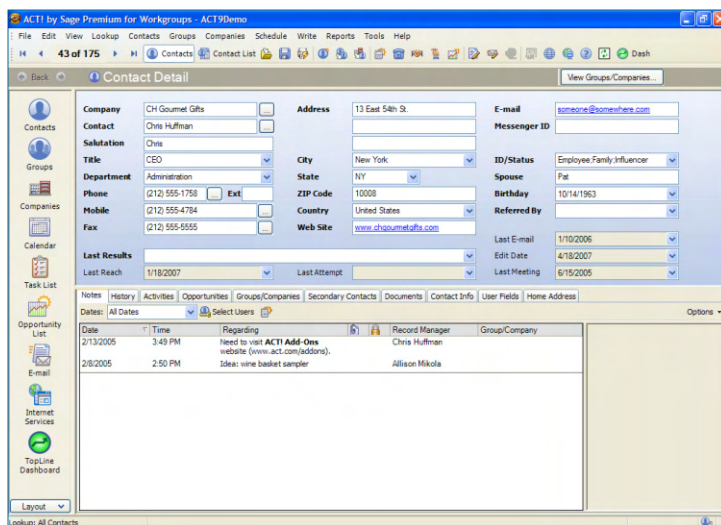
ACT! offers several versions to meet your needs:

- ACT! by Sage
for smaller businesses up to 10 users
- ACT! by Sage Premium (ST) or (EX)
for larger organizations
- ACT! by Sage Premium for Web (ST) or (EX)
for internet configuration
- ACT! by Sage Premium Dual Access
for clients needing both web and offline access
- ACT! by Sage Premium for Real Estate
for real estate professionals
- ACT! + FAct for Financial Professionals
for financial professionals

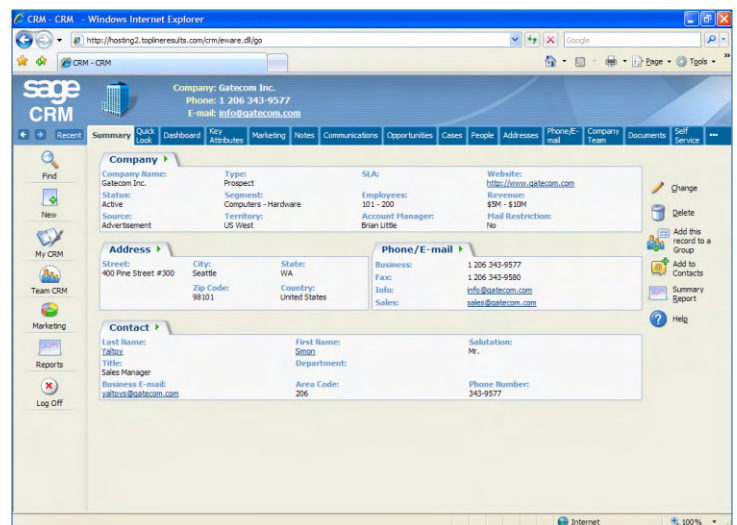
Sage CRM offers several options to meet your needs:

- Sage CRM 100
for less than 30 users
- Sage CRM 200
for larger organizations
- SageCRM.com
hosted solution
- Sage CRM Solo Client
for offline access

Corporate licensing discounts available



Volume discounts available



Sage SalesLogix

With more than 300,000 users at 7,300 companies worldwide, Sage SalesLogix is the leading CRM solution for small to medium-sized businesses and divisions of larger enterprises, and is part of the Sage Software family of integrated business management solutions. Developed by the originator of ACT!, Sage SalesLogix maintains an easy-to-use interface attributing to user acceptance and offers a shorter ramp-up time for customers upgrading to a CRM system.

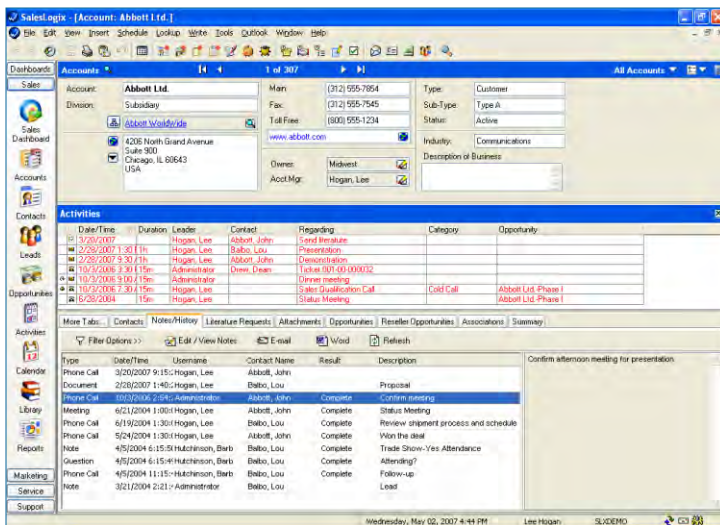
Features	Benefits
Account centric	Maintain current customer information
Modules for sales, marketing, service/support, lead management	Centralize data
Automated processes	Pipeline/forecast
Ease of use	Lead tracking
Remote office options	Robust reporting
Customizable	
Outlook and Microsoft Office integration	
Accounting integration	

Sage SalesLogix is built on a robust, configurable database platform providing greater options for scalability and customization needs.

Sage SalesLogix offers several editions to meet your needs:

- Sage SalesLogix Standard
- Sage SalesLogix Integrated
- Sage SalesLogix Web
- Sage SalesLogix Advanced
- Sage SalesLogix Premier

Volume discounts available



Microsoft Dynamics CRM

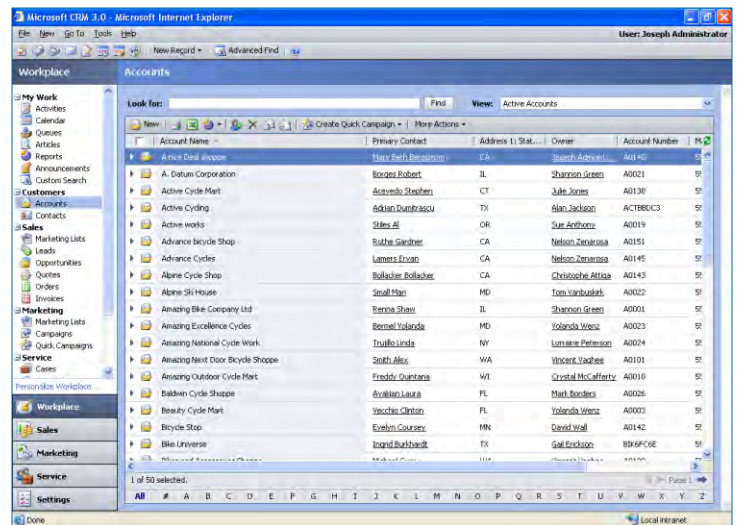
Microsoft Dynamics CRM, delivers CRM functionality as a natural extension of Microsoft Outlook. This internet-based solution can be configured in offline mode as well, allowing users to manage customer e-mail, appointments, tasks and contacts from a single business application. With modules for sales, marketing and customer service, Microsoft Dynamics CRM provides all components needed for a rich CRM experience.

Features	Benefits
Account centric	Maintain current customer information
Modules for sales, marketing, service/support	Centralize data
Automated processes	Pipeline/forecast
Customizable	Lead tracking
Work within Outlook	Robust reporting
Accounting integration	

Microsoft Dynamics CRM offers different options to meet your needs:

- Microsoft Dynamics CRM Small Business
- Microsoft Dynamics CRM Professional

Volume discounts available



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Customer Experiences

ACT! by Sage

"I just wanted to quick thank you for the excellent training session last week. You provided a comprehensive overview of the system for both old and new Act users. Your enthusiasm about version 10's new features was contagious, we all immediately had a meeting after the training to discuss new and better ways of leveraging the ACT! tool.

I really appreciate the extra time and expertise you shared with us to work out some of our minor issues. That attention to detail is highly appreciated, and the results show it."

Joe Pelej
Marketing Communications Director
Lightning Pick Technologies

Sage CRM

"TopLine Results helped us seamlessly transform our ACT! application into a true customer centric CRM solution."

Deborah Mirandi
General Operations Manager
The North of England

Sage SalesLogix

"TopLine Results helped our company successfully transition to CRM. Their responsiveness to our needs and CRM expertise helped us integrate our customer service and sales department, enabling us to have a more proactive approach to our business."

Brent Strache
IT Manager
Hydro-Thermal Corporation

Microsoft Dynamics CRM

"Implementing Microsoft CRM has really improved our sales forecasting. What used to require combining six Excel files can now be done in a single report from CRM. We are more aware of what our sales staff is doing. If one of our financial service officers isn't as successful as they want to be, we can pinpoint why and apply the right type of sales training to remedy the problem."

Pete Smith
Vice President of Sales
United Farm Credit Services

TopLine Dash

TopLine Dash centralizes all key sales information in one view within ACT!. TopLine Dash is easy-to-use and enables you to build interactive, real-time views of your data within ACT!. Design your own dashboards in a few clicks or choose from many pre-defined dashboards – including call reports and pipeline reports. Display your data in lists or easy-to-create graphical views – no programming needed! Export any list to MS Excel or print as a PDF report.

Create an unlimited number of dashboards beyond basic activity or opportunity reports:

- contact
- advanced queries
- activity
- history
- opportunity
- notes
- KPI (key performance indicator)
- custom table data

Simple to use. Immediate impact.

TopLine Alerts

TopLine Alerts is an e-mail notification program for ACT! Win/ Web. This server-based program monitors activities, histories, opportunities, back-ups and synchronization for all users in your ACT! database.

- Never forget an appointment, an event or an opportunity.
- Automate your report process.

Stay informed. Save time. Take control.

TopLine Designer

TopLine Designer is a navigation and design tool which provides flexible, robust database solutions for ACT! and ACT! for Web custom tables.

What makes TopLine Designer unique?

- ACT! for Web/Win functionality
- Includes list view with advanced queries for export to MS Excel
- Advanced data import module
- TopLine snippets for workflow automation
- Integration with TopLine Dash for advanced reporting
- Advanced MS Word integration
- Compatible with ACT! synchronization

Ready, set, design!

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