

DUE PROCESS SOLUTIONS PRODUCT OVERVIEW

FEATURES

- Web Based, accessible from your Smartphone, Tablet, or Computer
- Customizable to fit your specific needs
- Unlimited Bandwidth, Storage, and Transactions
- Calculate Profit & Track Quarterly Dues
- Supporting Documents: RoS's, Notices, Invoices, Serving Sheets and much more...
- Email Customers directly through each case using the included Templates
- Target and Track Leads using Marketing Campaigns

DEVELOPED USING CRM SOFTWARE PLATFORM

CRM = Customer Relationship Management - A system for managing a company's interactions with current and future customers using technology to organize, automate, and synchronize sales, marketing, and customer service. The business benefits from the use of CRM Software include:

- 41% Increase in Revenue
- Average ROI (Return on Investment) of \$8 for every \$1 spent
- 27% Improvement in Customer Retention
- 26% Increase in Productivity

POWERED BY SALESNET® CRM

- Leading provider of on-line CRM Software
- Founded in 1999 as the only system with results driven sales process workflow
- Part of RightNow Technologies, owned by Oracle

SYSTEM REQUIREMENTS

Can run on any computer with an internet connection that supports the following browsers:

- Microsoft Internet Explorer: 10+ recommended, 8+ supported
- Mozilla Firefox: 18+ recommended, 10+ supported
- Apple Safari: Not officially supported but regularly used
- Google Chrome: 32+ recommended, 24+ supported

Can be accessed via any Standards-Compliant smartphone browser. These versions are officially tested and supported:

- Apple iOS 4+
- Google Android 2.1+
- Windows Mobile 7+

Microsoft Office Add-Ins for Outlook, Word and Excel providing productivity functions with integration to your data

- Add-Ins require Office 2007 or newer

SECURITY

Salesnet hosts and maintains all your organization's data using specific security measures outlined below:

DATACENTER FACILITY SECURITY

Hosted at multiple secure hosting facilities maintaining power grid, bandwidth provider, and corporate disparity

- Datacenter floor and secured areas require card key and two-factor biometric authentication
- Security Guards on-site 24x7x365
- Closed circuit video cameras cover interior and exterior of the building

INFRASTRUCTURE SECURITY

Salesnet CRM operates entirely on Microsoft OS and App Server Infrastructure

- Guarded by an array of load-balanced firewalls
- External vulnerability scanning is conducted daily
- McAfee Secure runs over 4000 simulated attacks and certifies compliance to PCI and CISP requirements

APPLICATION SECURITY AND ENCRYPTION

Salesnet CRM can be accessed only with a valid Company Login, User Login, and User Password combination

- All logins and access to the application are forced to use SSL encryption

DATA BACKUP AND DATA RECOVERY

- Backups run 24 hours a day with all data "shipped" to a datacenter every 15 minutes
- Backup data also maintained independently within online and offline media at multiple secured facilities