



AdventNet Zoho Offerings

- AdventNet – Overview
- Zoho – Services at a glance
- Zoho CRM – Overview
- Total Cost of Ownership
- Contact Details



AdventNet- Company Overview

- Founded in 1996. Privately held. No Venture Capital. Profitable since first year
- Over 10,000 customers worldwide
 - Serving OEM's, Service Providers and Enterprises
- Worldwide 600 employees, with 500 engineering and customer support staff's
- Focused on Network/Application Management Products & Online services
- Worldwide presence and strong network of integration partners
 - Offices in North America, Europe and Asia
 - Partners worldwide
- **Zoho is a brand of AdventNet and the services kick started early 2006**
- AdventNet – A partner of choice
 - Cost benefits
 - Leverage economic and state-of-the-art off shore development
 - Organizational Maturity
 - Professional, Academic, Process oriented, Experience
 - Support excellence
 - 24 hours response
 - Telephonic, E-mail, web-based and on-demand



Zoho – Offerings

- Zoho Writer – Online Word Processor
- Zoho Sheet – Online Spread Sheet Application
- Zoho Show – Online Presentation
- Zoho Wiki – Hosted Wiki
- Zoho Notebook – Online web sharing content with others
- Zoho Meeting – Online Web Conferencing
- Zoho Creator – Online database application creator
- Zoho Mail – Hosted mail service & collaboration
- Zoho Chat – Online chat. No download/install
- **Zoho CRM – Hosted On-demand Customer Relationship Management Service**
- Zoho Planner – Online Organizer
- Zoho Projects – Hosted Project Management Service
- More to continue.....



Zoho CRM - Overview

- **Sales Force Automation**
 - **Lead, Account, Contact & Opportunity management**
- **Marketing Automation**
 - **Campaign Management & E-mail Marketing**
- **Customer Support & Service**
 - **Case & Solution Management and Web –to-case forms**
- **Order Management**
 - **Quotes, Price Books, Vendors, PO's, Sales Orders & Invoices**
- **Reports & Dashboards**
 - **25 + Standard reports, Fully customizable, Flash based dashboards**
- **Work Flow Rules, Alerts & Tasks**
 - **Trigger user or send automated e-mail to Leads & Contacts. Create alerts & tasks for a pre-defined rule**
- **Outlook Sync**
 - **Sync your contact & leads with outlook and out-bound e-mails from outlook to CRM**
- **Out-of-box customization for your organization needs**
 - **Manage custom fields, rename modules, drag & drop field layout**



Why Zoho CRM?

- Why pay more when you get a similar solution at a very lower cost?

Number of users - 25

Vendor Name	Pricing	Total Cost
Salesforce.com Hosted	\$65/U/M	\$19,500/Y
Sugar Hosted	\$40/U/M	\$12,000/Y
Sugar On-Premise	\$275/U/Y	\$6,875/Y
Siebel Hosted	\$70/U/M	\$21,000/Y
Siebel On-Premise	\$995/U/Y	\$24,875/Y
Microsoft CRM On-Premise	\$880/U/Y	\$22,000/Y
Zoho CRM Hosted	\$12/U/M	\$3,168/Y



Why Zoho CRM? Cont....

- Lower total cost of ownership
- First 3 users completely free. No feature restrictions
- Easy integration with other Zoho App's. Started off with Zoho Sheet integration...
- Easy migration from other CRM vendors
- No download/install. Just a browser with internet connectivity would do



Data Security

- https support is available
- Daily back-up of all the data
- Hosted in a Savvis Tier 4 data center located in USA
 - On premise security guards
 - Building exterior - no signage, cameras, false entrances, vehicle blockades, parking lot design, bulletproof glass/walls
 - Biometric systems which include palm scanners
 - Security cameras with digital recorders, Pan-tilt zoom (PTZ) capabilities
 - Portals and Man traps, only a single person authenticated at one time.
- Suspicious traffic is scanned and logged for auditing purposes and monitored daily
- All nodes are scanned for viruses separately
- e-mail traffic is scanned for viruses separately
- Only necessary ports are open to external world
- All services are monitored 24 x7
- Weekly vulnerability testing is performed
- All Zoho services are load-balanced for high availability



Zoho CRM – From the Press & Blog

- **2007 Steppin' Out Awards CRM 2.0 Vendor Finalists Announced**

Manassas, VA, February 20, 2007: Paul Greenberg, author of the best selling book, “CRM at the Speed of Light” and Chief Customer Officer of BPT Partners, announced the finalists for the 2007 Steppin’ Out Awards this morning. From a field of nearly 40 culled candidates for the award, Microsoft, salesforce.com, NetSuite, Neighborhood America, Rearden Commerce and Zoho, a division of AdventNet, made the final cut for the potentially disruptive impact that they could have in 2007 and beyond.

- Well, I was in for a pleasant surprise! Zoho CRM turned out to be a very solid product. It's flexible enough to allow for tab, field and sales process customization; has integration with web forms (which to me is a must have these days); has potent workflows allowing for alerts and messages; I haven't tried lead assignments, but it has that as well. It has everything one needs for support including the knowledgebase and a well thought out quotation/product price management engine. But most of all, it's polished! The big problem with the software these days is that it's become "feature check mark driven" and usability improvements rarely make their way onto developer's schedules. Well, this is definitely not the case with Zoho. Two thumbs up and 5 stars!

Posted by Dan Itkis on Feb'07 at <http://office2x0.blogspot.com/>

- For those of you who are looking for a cost-effective online [CRM solution](#), I'd like to introduce [Zoho CRM](#). It's a powerful on-demand [CRM system](#) that is very comparable to salesforce.com without the large price tag. Their site is very easy to traverse and read about their product features. My favorite part is you only need to provide an email address and password to create an account. No long tedious form asking about all sorts of personal information. I must say, salesforce.com is the best online CRM solution out there right now but it's cheapest version, “Team Edition” costs \$80/month for 5 users. You also need to call a sales rep to buy even the cheapest version which is a major pain. I really don't understand why you can't use a credit card online for those who are small businesses. Give Zoho CRM a try (it's free regardless if you keep it or not) and let me know what you think. All feedback is welcome. **Posted by CRM Guru on April'07**



Our Customers

- 25,000 Users, 300 customers, 2,000 paid users
- Our customers include:
 - Egov Services, India
 - Auto Intel
 - OTAir LLC
 - Amplifon
 - EIGHTY20
 - Robertson Cooper
 - Integracon
 - Sales Team, Ltd
 - Virtual High School
 - DRC Computer Corporation
 - Cumar, Inc
 - Berlin Capital Ltd
 - Universal Water
 - United Shipping Solutions
 - TVI & lot more.....



WITH ZOHO

Stop thinking about software & infrastructure and start
working on your Business ROI

