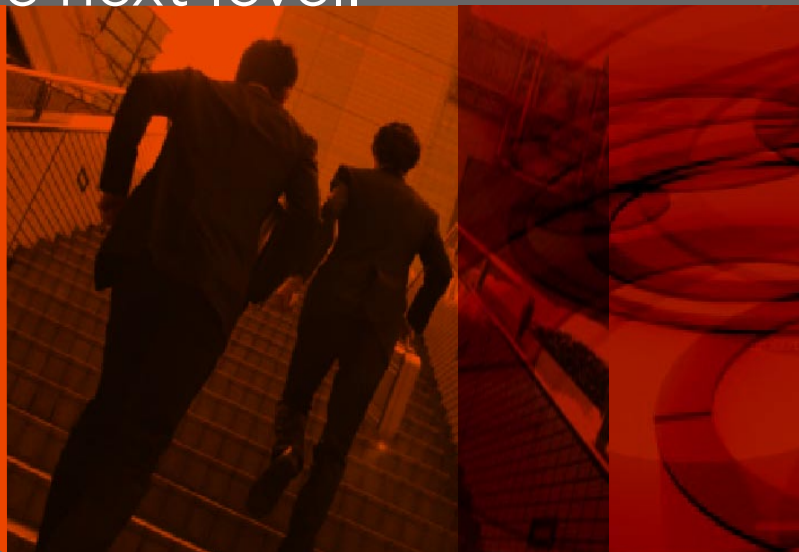


We take business to the next level.
You say how high.



Demand Solutions Group
Business Evolution On Demand

Getting from here to there.

Managing customer relationships and company resources are core functions of every business. Managing them strategically is the hallmark of a successful business. And helping companies take maximum advantage of powerful customer relationship management (CRM), enterprise resource planning (ERP), and eBusiness software is our business.

Demand Solutions Group (DSG) helps companies use leading on-demand software applications—NetSuite, Salesforce.com, RightNow, and Intacct—to reach their business management goals. We bring three things with us. Years of business and workflow experience. Unmatched technical familiarity with on-demand software packages. And a listening ear. With these assets, we help you move from where you are, to where you want to be.

100% Successful Implementations

DSG on-demand implementations eliminate the high risk of failure that plagues almost all premises-based CRM, ERP, and eBusiness solutions. We're proud of our 100-percent successful track record. Which is why we can guarantee that your DSG on-demand applications will succeed from the first day—or you won't pay until they do.

Complete Solutions

To us, "complete" refers to your entire on-demand implementation experience. We start by understanding your goals. We recommend the most efficient, cost-effective options for achieving them. We include everything you need—and nothing you don't. And we take responsibility for ensuring your solution's success throughout its lifecycle.

Real People Who Know Real Business

Our team's entire career has been focused on improving business results through strategic technology implementations. We have been using and deploying on-demand solutions since their inception. This is why DSG can tailor on-demand solutions that work for your business better than the software vendors themselves.

Why on-demand?

- Lower total cost of ownership than on-premises deployments
- Purchase only what you need, when you need it
- Eliminates technical and integration complexity
- Eliminates deployment risk
- Eliminates cost and difficulty of continuous upgrading
- User support and training included with DSG Optimize
- Ensures most current security and functionality features

Going up: steps to the next level.

Identify Your Goals: DSG Roadmap

There may be dozens of ways to meet a goal, and the on-demand application world offers myriad options to support them. DSG assesses your goals and then identifies the solutions that will best help you achieve them. We map a complete solution strategy that fits your budget, meets your requirements, maximizes your current capabilities, and works with your schedule.

Gain Value Immediately: DSG Launch

With our careful planning process, we can launch your on-demand solution quickly so that your business receives tangible benefits in days—not months. Once in production, we rapidly fine-tune its capabilities to maximize its productivity for your users and processes. With DSG, your on-demand solution delivers every bit of functionality that you expect.

Re-capture Value: DSG Revitalize

Many customers come to us frustrated because they are not realizing the full value of their on-demand software investments. In many cases, their business has changed or the solution was not kept abreast of available software enhancements. Rather than discard it, let DSG tune it to deliver the value that you expect.

Maximize Effectiveness: DSG Optimize

Going live is not one event. DSG provides ongoing support—tuning your application, providing additional training, answering your pressing questions, and adding new capabilities to stay in step with business change.

Subscription: DSG Pricing

The beauty of an on-demand software solution is that you only pay for what you need, as you use it. DSG services can be priced on a monthly subscription basis—there are no long-term contracts. If you wish to terminate services, you can do so at any time. Our contract is your success.

- *Rapid project response—no individual statements of work needed*
- *Access to multiple skills sets and experience for one fee*
- *No long-term contract—your success is our contract*
- *Gain ongoing solution insights*
- *Take advantage of all new software enhancements*
- *Gain lowest total cost of ownership*

Solutions for your most demanding challenges.

We are a single-source provider of the leading on-demand software solutions. With years of experience in CRM, ERP, and eBusiness implementations of all sizes, we have unmatched knowledge of what it takes to make your project succeed.

NetSuite

NetSuite offers a completely integrated Web-based system for managing CRM, ERP, and eBusiness processes. We have numerous NetSuite implementations to our credit for projects such as ordering, billing, shipping, inventory, manufacturing, financial reporting, support, project accounting, incentive compensation, partner center, employee self-service functions, and revenue recognition.

Our NetSuite credentials include:

- *NetSuite 3-star Partner status*
- *Distinguished Member of NetSuite's Business Advisory Council*



Salesforce.com

Salesforce.com is a leading provider of software for sales force automation, partner relationship management, and customer service. DSG has deployed Salesforce.com for projects like these, as well as for marketing automation, analytics, and customer service and support. You can count on DSG to be a subject matter expert on Salesforce.com software, as well as on Apex, the ground breaking platform and programming language for customizing, integrating, and developing new CRM applications.



Intacct

For clients needing solutions integrated with Salesforce.com or OpenAir, DSG often uses Intacct. Intacct can help companies easily and cost-effectively automate key financial processes, and we have helped clients integrate Intacct with their existing applications—including Salesforce.com and others.



RightNow Technologies

RightNow solutions help organizations move beyond CRM to high-impact customer experience management. As a partner, DSG offers strategic planning, installation, and support for RightNow's critically acclaimed technology, helping companies dramatically improve their abilities to attract and retain customers.



Go, but don't go it alone.

When you are ready to take your business to the next level, don't go it alone. DSG ensures that you will arrive there as quickly, cost-effectively, and successfully as possible.

For more information about DSG and DSG services, visit www.demandsolutionsgroup.com, or call 408.458.3330.



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