

AXIS PORTAL

An Online & Mobile Customer Service Portal for Axis ERP

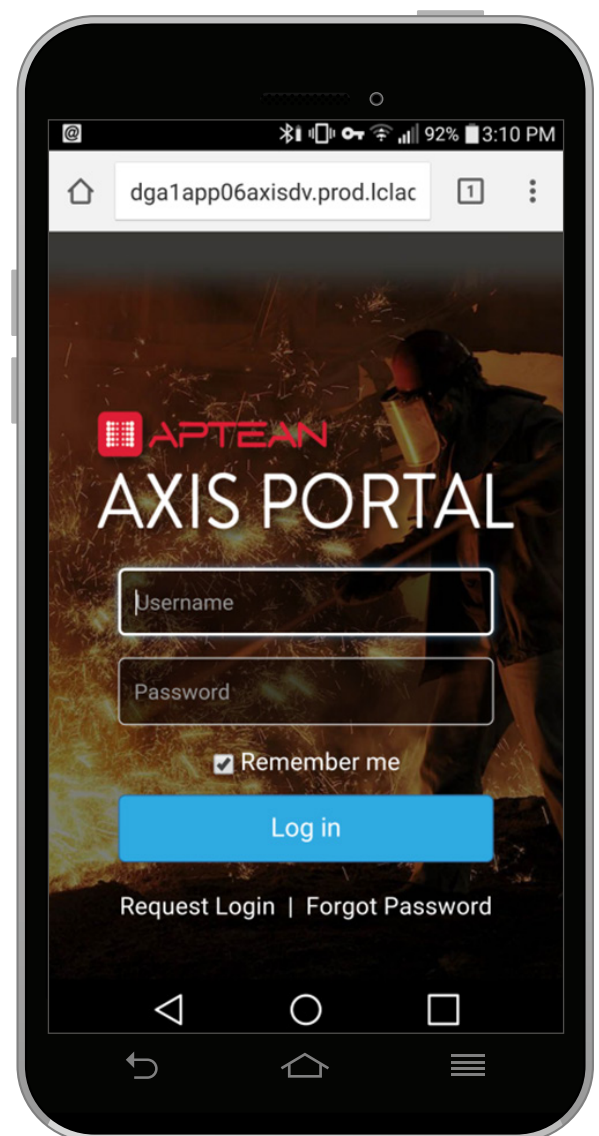
DATA SHEET

Your customers expect easy and instant access to information wherever and whenever it is convenient for them. The Axis Customer Portal provides them with the ability to check on the status of orders, shipments, claims, work-in-process, invoices and payments in real time. Any certification documents you've sent them can also be viewed or emailed, and if they have questions they can quickly send an email back to their account manager with a click. All of this with no action required from your account managers so that they can better focus on servicing their customers.

KEY BENEFITS

Axis Portal provides current order status to your customers, sales reps and internal users on demand via the web, phone or tablet:

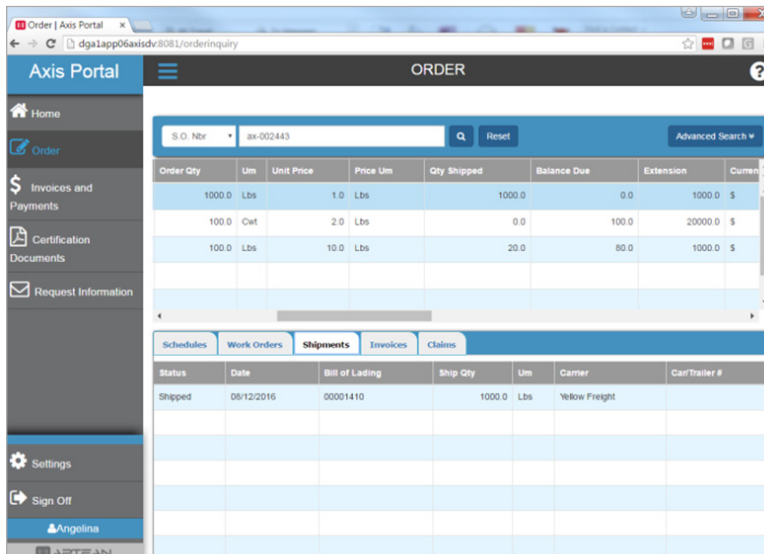
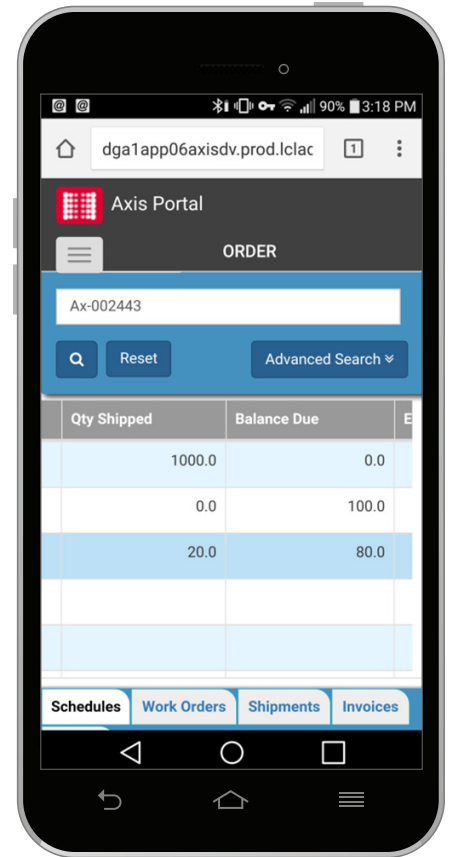
- **Build Stronger Customer Relationships** – Make current, critical information available to customers 24/7
- **Cut Down on Inbound Inquiries** – since customers can get the information they need themselves, the number of calls that must be handled by sales and service reps can be dramatically reduced, freeing more time for priority sales and problem resolution
- **Easily Customizable** – Portal is built to be customized and integrated into your own website, or even replace it, and can be re-skinned with your logos, fonts and colors



FEATURES

Axis Portal replaces the former Axis E-Suite to provide a 360-degree view of orders and related information for your customers, sales reps and internal users:

- Drill from selected orders to see related shipments, work orders, invoices and claims
- Refine queries using advanced criteria
- View invoice & payments history, including outstanding balance due
- View, download or email original certification documents
- Request information or quotes via email direct to the customer's sales rep
- Create a full featured blog or newsfeed on the Portal home page
- Administrator tools included to manage users and assign roles
- Administrators can assign roles for customers, Axis ERP users and sales reps
- Customers can only view their own documents, and can be restricted to a single ship-to address



NEXT STEPS

Axis Portal is available for download from the Aptean Customer Support Portal. Customers will need to contact their Account Manager to purchase the software, and some services work will be required to install and configure Axis Portal.



Aptean is a leading provider of mission critical enterprise software solutions. We build and acquire industry-focused solutions to support the evolving operational needs of our customers. Our solutions help nearly 5,000 organizations stay at the forefront of their industries by enabling them to operate more efficiently, thereby ensuring higher customer satisfaction.

For more information, visit www.aptean.com.