



white paper

Sales Force Automation



Customer Management

Integrated Business Processes for Small & Mid-Sized Businesses

What's New in GoldMine® Premium Edition 8.5?



FrontRange Solutions
5675 Gibraltar Drive
Pleasanton, CA 94588
Telephone: 800.443.5457
Fax: 719.536.0620
www.goldmine.com



GoldMine® Premium Edition

You need it now more than ever!

Real Answers.....Real Time

Has your business grown and evolved? Are you finding it difficult to understand answers to business questions? If so, there has never been a better time to leverage the power of the newest product in the GoldMine® solution family - GoldMine® Premium Edition 8.5 (GMPE). Along with Sales and Marketing functionality, GoldMine Premium Edition provides a number of additional benefits to CRM users, including case management features for your customer service teams, numerous productivity enhancements for greater user efficiency, and additional administration capabilities for a lower total cost of ownership.

GoldMine Premium Edition 8.5, the spring 2008 release to the popular GMPE product line provides additional benefits for your company, including a faster time to deployment, over 300 product improvements to business functionality, and a number of productivity enhancements to boost employee efficiency.

Listed below are a few key items included in GoldMine Premium Edition 8.5. For a complete list of features, fixes and enhancements please review the readme for GMPE 8.5, or contact your local GoldMine Solutions specialist.

What's New in GMPE 8.5?

1 Universal Search

With powerful Universal Search capabilities included in GoldMine Premium Edition 8.5, you now can retrieve client information in one simple to use feature. GMPE provides users with tools to enhance overall productivity. With the addition of a Universal Search component that remains visible to the user, users can always find in-depth client information such as activities, notes or emails, quickly and easily. Not only can users find information about a contact, opportunity or other specific piece of CRM data, they can also search on information stored in documents linked to a contact in GoldMine.

2 Preview Panes and extra details field

GoldMine Premium Edition 8.5 provides users a preview of client information without having to drill into the record itself. This quick, detailed view of important record information, such as



linked documents, and pending or historic activities enables speed, greater knowledge and quicker response time from users to clients. With the addition of extra configurable details fields, GoldMine users can now capture additional data to meet their detailed business process and data analysis needs.

3 Email center UI enhancements

GoldMine Premium Edition 8.5 improves usability of GoldMine email functions with additional product features and by aligning usage with the popular Outlook user interface style. GoldMine email now supports additional grid controls, such as, sorting, filtering and grouping capabilities so users can easily view data and new folder options, such as a favorite's folder and message counts provide better visibility into users email information. Other improvements to GoldMine email usability include the ability to indicate in bold font both read and unread messages, and enhanced email linking capabilities to GoldMine opportunities, projects and cases.

4 Lookup List / Cross-Field Validation

Lookup list, or cross-field validation features allow users to enter data more accurately and quickly in GoldMine Premium Edition 8.5. This feature gives users the ability to validate data in one field based on information stored in another field. For example, users can validate the sales owner of a contact based on the country or region that contact resides in. As another example, users can validate a contacts title, based on the department previously saved to that contact. This feature ensures reporting is more consistent since the application provides companies peace of mind about the overall quality of their data. Along with the obvious data quality benefits, the application also improves overall user efficiencies with the validated entry of data provided with this lookup list feature. Users now have a more definitive list of data to pick and choose from when creating and editing GoldMine data.

5 Activity Management improvements

One of the key areas for any CRM implementation is ensuring end users can perform their daily tasks with ease, both with clients and with team members. GoldMine Premium Edition 8.5 improves activity management by expanding the ability to manage activities amongst team members through assignment improvements, and via clients with RSVP and delegation enhancements. Also with improvements to notifications and activity list, GMPE 8.5 helps expose data in a simple and effective manner. These activity management items improve team administration capabilities, as well as, greater management control and reporting options.



6 New Administration controls

New administration features provide greater control for administrators to manage user accessibility to help curb user error, incorrect data entry and poor data analysis. User's settings and security rights have been expanded throughout the application so it is easier for your administrators to promote and revoke user rights as needed.

7 Utilize the Latest in Windows Technology: Microsoft 2008 support

GMPE 8.5 supports Microsoft® Server 2008, SQL 2008, as well as, 64-bit Server O.S. These extensions help expand the IT infrastructure and additional platform support for Microsoft. Stay ahead of the curve by using the latest GoldMine Premium Edition on the newest Microsoft products.

#8 Unattended Installations and Automatic Upgrades

The new unattended installation and automatic upgrade options make it easier to implement and upgrade GoldMine with no user intervention. This deployment feature provides a quick time to value so your users can access GoldMine quicker after installations and upgrades, ensuring less downtime and helping free up much needed time for your IT department so they can concentrate on other, important IT tasks.

#9 Product Quality Improvements

Finally, GoldMine Premium Edition 8.5 has over 300 product quality improvements based on customer feedback!

Copyright ©2009 FrontRange Solutions USA Inc. All Rights Reserved. GoldMine, HEAT, Enteo, Centennial Discovery, Centennial License Manager, DeviceWall and other FrontRange Solutions products, brands and trademarks are property of FrontRange Solutions USA Inc. and/or its affiliates in the United States and/or other countries. Other products and brands are registered trademarks of their respective owners/companies.

The information contained in this document is provided "as is" without warranty of any kind. To the maximum extent permitted by applicable law, FrontRange disclaims all warranties, either express or implied, including warranties for quality, accuracy, merchantability, fitness for a particular purpose, title and non-infringement; and in no event shall FrontRange or its suppliers be liable for any damages whatsoever including direct, indirect, incidental, consequential, loss of profits or data or special damages, even if advised of the possibility of such damages.